

MAYOR'S REPORT
on
Financial and Administrative Activities
Fiscal Year 2010



Issued August 2010

William F. Scanlon, Jr.
Mayor of Beverly

This report is prepared in accordance with Section 3-6, Paragraph (a) of the Beverly City Charter.

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THE YEAR IN REVIEW

**By William F. Scanlon, Jr.
Mayor of Beverly**

The fiscal year which ended on June 30, 2010 was another year of significant progress for the City of Beverly despite the down economy and reduced State revenues which caused further reduction in Local Aid.

Beverly managed to end the year on budget overall. While total revenues were slightly below our original expectation, we were able to hold down our expenses even more resulting in a slightly positive net variance.

The most significant single project for FY2010 was and continues to be the major renovation of Beverly High School which includes a new academic wing and represents the largest municipal undertaking in the City's history. The work on interior spaces is nearing completion. We expect to have beneficial occupancy of the academic wing by Thanksgiving of this year. Demolition, landscaping and parking lot construction will continue throughout 2011.

Progress on the High School sends out a message to the world at large that Beverly is willing to invest in itself, even in tough times. Other progress on key issues is as follows: We expended \$500,000 on new public services vehicles to replace old and undependable equipment. Included were several dump trucks, and a sidewalk snowplow. We set aside \$550,000 in a stabilization fund for future High School debt service. Most of the work on the North Beverly Brook project was completed. That drainage system improvement has now joined with the four previous projects: Chase Street, Lawrence Brook, Chubbs Brook and Raymond Farms to largely complete our major work in this area bringing relief to many hundreds of Beverly families whenever it rains.

Speaking of water, we also procured a \$140,000 harbormaster vessel to insure safe and dependable rescue efforts even in severe storms. We also put into service a brand new fire engine with both a 100 plus foot ladder and internal pumping capacity and capability. Another arena of great success for the City was the placement of the major portion of the High School debt at a rate of 3.9%, more than a full percentage point below our estimated rate of 5%. In addition, we were able to refinance significant existing debt at lower rates which will create significant annual interest cost savings for the next ten years.

The year was not without its difficulties. Reduced Local Aid put a real pressure on budgets. The failure of the now former golf course operator to meet his financial obligations to the City caused a shortfall but the significant positive variance from building permit revenues more than compensated for that deficit. The good news is that we are actively pursuing the overdue golf course receivables for which we hold collateral and when received those revenues will be unbudgeted receipts which can be utilized for important needs.

A major issue during last fiscal year was the development of a balanced budget for FY 2011 which began on July 1. With significant effort, we did manage to create a FY 2011 city side budget which did not require layoffs although it did take advantage of attrition. The school side which had added personnel during FY 2010 was less fortunate and was forced to lay off personnel.

Beverly provided its citizens with good levels of service in FY 2010. Details of service by individual departments are contained on the following pages. Questions or comments from Beverly Citizens are always welcome.

CITY CLERK'S OFFICE
Also Clerk of Committees and Elections

Acting City Clerk – Kathleen P. Connolly
Assistant City Clerk/Clerk of Committees

The Office has three full time clerks, one Assistant City Clerk and the City Clerk.

Certificates and Licenses

During fiscal year 2010, The Office of the City Clerk processed the following certificates and licenses:

Births:	2,384
Marriages:	207
Deaths:	623
Burial Permits:	507
Affidavits on Birth:	125
Dog Licenses:	3,335
Hunting and Fishing Licenses:	193
Christmas Tree Permits:	1
Taxi Licenses & Limo Licenses:	54
Petroleum Licenses:	46
Amusement Licenses:	100
Motor Vehicle Dealer Licenses:	30
Lodging House Licenses:	11
Auctioneers Licenses:	6
Second Hand Dealers:	14
Business Certificates:	370
Raffle Permits:	20
Fortune Tellers License:	1
Hawkers & Peddlers Licenses	17
Pawnbrokers License:	1

Listing Books/Discs	50
Mail in Requests for Vital Records:	616
Yard Sales:	226
Sandwich Board Signs:	3
Dog Violations	28
Smoking Violations	0
Non Criminal Violations	41

During fiscal year 2010, the Department collected the following revenue:

Recording fees	\$71,035
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Elections

This department is responsible for maintaining all voter registration records and the running of two or more Elections each year. This office also handles the taking of the City Census, this information is then compiled and printed in the annual street listing book.

City Council

This office is responsible for all City Council actions and minutes of the Council itself and its four subcommittees: Finance and Property, Legal Affairs, Public Services, and the Committee of the Whole. This department also keeps all meeting minutes from the many Boards and Commissions in the City.

CITY SOLICITOR'S OFFICE

City Solicitor - Roy F. Gelineau, Jr.

Assistant City Solicitor – Robert A. Munroe

The Solicitor's Office continued to provide counsel to the various boards and agencies of the City including the Mayor, the City Council, the Zoning Board of Appeals, the Planning Board, the Conservation Commission, the Licensing Board, the Golf and Tennis Commission, the Harbor Management Authority, the Harbormaster, the Airport Commission, the Cable TV Advisory Commission, the Disabilities Commission, and the Departments of Municipal Inspections, Police, Fire, Human Resources, Purchasing, Engineering, City Clerk, and Finance, and the Beverly School Department, and others within city government

The Solicitor's Office provided assistance to the Mayor and the School Department to administer the contract with the General Contractor, Owner's Project Manager and Architect for the high school project.

The Solicitor's Office assisted with the High School Construction project by: Assessing the City's rights and exposure relating to various claims raised by various contractors involved in the construction and demolition at the high school. The Solicitor's Office has reviewed and approved an easement over City land to provide electric service to the High School site. The Solicitor's Office has reviewed a number of proposed occupancy agreements for the High School once it is built.

The Solicitor's Office defended, to a voluntary dismissal by the plaintiff at no cost to the City, a claim against the General Contractor and the City of Beverly brought by R.M. Technologies, a contractor who claimed a right to the award of work at the High School project.

The Solicitor's Office continues to spend a great deal of its time on Harbor Management Authority issues in regard to litigation and development proposals related to the waterfront, and especially in regard to development of the former "McDonald's" site.

The Solicitor's Office continued to assist in efforts to maintain so-called "quiet zones" and to eliminate the mandatory blowing of train horns at all train crossing locations. There are still two zones that are not fully quiet, but this issue continues to be addressed.

The Solicitor's Office responded to all union grievances that were not resolved at the initial stage.

The Solicitor's Office has completed negotiations with all of the City-side unions. Every union is under contract until June 30, 2011.

Actions and cases of note during the last year include the following:

Richard J. Maestranzi and Leo J. Maestranzi v. City of Beverly, Essex Superior Court Docket No. 2002-01580D. Claim in unspecified amount, but likely in excess of \$50,000, for additional payment above City's pro tanto award for eminent domain taking related to the City's landfill off of Brimbal Avenue. This case has been settled subject to several conditions that are to be performed by the plaintiffs and the City of Beverly. The settlement has as its major feature the conveyance of a parcel of vacant city land, but no monetary payments by the City to the plaintiffs. The land to be conveyed (6.62 acres) is equivalent in size to the land taken (6.74 acres). The City Council has approved a Home Rule Petition requesting that the State Legislature approve the conveyance of the 6.62-acre parcel of City land to the plaintiffs in settlement of this claim. The legislature has approved the Home Rule Petition and it has been signed by the Governor. It is expected that in the near term the Court case will be dismissed and the parcel conveyed to the plaintiffs.

The Solicitor's Office continues to be involved in the condemnation of the residence at 32 Roundy Street with the alternative goals that the property be brought into compliance with applicable codes and re-occupied or demolished in accordance with relevant statutes and regulations.

The Solicitor's Office continues to be involved in litigation primarily involving two abutting owners of land in Beverly Farms. A new appeal of actions taken by the Essex Superior Court has been entered in the Massachusetts Appeals Court.

The Solicitor's Office continues to be involved on behalf of the Zoning Board of Appeals in litigation primarily involving a developer, Robert Hubbard of Elmtop Realty Trust and a neighbor, Michael Harrington.

The Solicitor's Office was actively involved in settlement discussions leading to two city employees voluntarily leaving the employment of the City.

The Solicitor's Office was instrumental in forcing settlement by our insurance carrier with three downtown business owners damaged when sewer work caused a backup into their business offices.

The Solicitor's Office continues to cooperate and coordinate with insurance counsel in a matter entitled Celeste R. Niarchos, Administratrix of the Estate of Danielle Nicole Tarsook vs. City of Beverly et al, US District Court No. 08-10747-NG in which the representative of a decedent's estate has demanded damages because of the suicide of a 19 year old female.

The Solicitor's Office tried in the Essex Superior Court a matter entitled Robert Hubbard, Trustee of Hub Realty Trust v. Beverly Planning Board, Docket No. 2007-1487C which resulted in a plaintiff's verdict. Following such verdict the Solicitor's Office has met with representatives of the Planning Board and the City Planner's Office and made suggestions as to the improvement of the current Rule and Regulations of the Planning Board. The case did not include a claim for, nor the award of, monetary damages.

The Solicitor's Office continues to be involved in the settlement by purchase or taking of a parcel of land abutting the City Commons where the City erroneously installed a fence on private land as part of the Commons improvement project.

The Solicitor's Office continues to do pre-trial preparation in a matter entitled Kevin Coughlin vs. City of Beverly School Department, Essex Superior Court Docket No. 2009-02044-C. In the matter a retired Beverly School teacher seeks alleges damages caused by a student tainting a drink bottle from which the teacher later allegedly drank.

The Solicitor's Office facilitated the taking of an avigation easement over real property located in Wenham for the purpose of maintaining the safety of aircraft operations at the Beverly Municipal Airport.

The Solicitor's Office is in the process of resolving litigation in the matter of City of Beverly vs. Standard Security Life Insurance Company of New York et al, Essex County Docket No. 2007-01201 wherein Standard Security and ASG Risk Management paid the City of Beverly \$100,000.00 and Cook and Company has agreed to provide future services to the City of Beverly in the amount of \$60,000.00 at no cost to the City.

The Solicitor's Office assisted the Beverly Police Department in restructuring sick leave policy and other personnel changes to allow qualified police officers to continue to receive incentive payments for educational credits despite reductions in Quinn Bill funding by the Commonwealth of Massachusetts.

The Solicitor's Office is pursuing substantial funds owed to the City of Beverly by Bass River Golf Management, Inc., former operator of the City's Golf and Tennis facility.

The Solicitor's Office began the process of stepped-up enforcement of past-due real estate tax obligations by sending enforcement letters to those seriously delinquent and starting the Land Court process of tax lien foreclosures against the most serious offenders. To date that effort has resulted in the payment of overdue taxes in excess of \$400,000.

The Solicitor's Office is in the process of investigating the City's rights and obligations regarding a proposed subdivision in Wenham with proposed access via Old Rubbly Road in Beverly.

The Solicitor's Office has nearly completed securing from the Commonwealth of Massachusetts Department of Transportation an easement for the City to use property under the Beverly/Salem Bridge for municipal purposes.

The Solicitor's Office assisted the Planning Department in obtaining a parcel of land near the Beverly Salem Bridge to be used to provide additional parking in the area.

The Solicitor's Office assisted the Planning Department in assuring that certain private landowners fulfilled obligations to the City to provide maintenance of important drainage infrastructure.

The Solicitor's Office provided support to the City Public Services Department and the School Department to achieve consolidation of maintenance services.

The Solicitor's Office provided legal support to the Department of Public Services relating to the construction of the North Beverly Drainage Project.

The Solicitor's Office provided support to the Department of Public Services relating to a public/private partnership to make improvements to Dix Park.

The Solicitor's Office provided support to the Mayor and the Planning Department related to the construction of the planned MBTA garage to be built near the Beverly Depot.

The Solicitor's Office assisted the Mayor and the Beverly Police Department related to neighborhood issues concerning a group home for troubled teenagers in Ryal Side.

The Solicitor's Office worked with the Task Force Facility and Public Services Department to allow the City to remediate property near Rice's Beach in exchange for some disturbance of wetlands necessitated by security measures taken by the Task Force in response to the 9/11 attack on the United States.

The Solicitor's Office assisted the Conservation Department in assuring compliance by an absentee owner with Conservation Commission's obligations related to an open Order of Conditions.

The Solicitor's Office tried a case entitled Claire Anderson-Moore v. City of Beverly, Essex Superior Court No. 2003-01640, in which the plaintiff sought damages and a

declaration that she was entitled to employee retirement benefits, resulting in a verdict on behalf of the City. Plaintiff has appealed to the Massachusetts Appeals Court.

The Solicitor's Office was successful in bringing about the voluntary withdrawal of a matter entitled *Amato v. City of Beverly* pending before the Civil Service Commission.

The City Solicitor's Office was successful on appeal in the Essex Superior Court in a matter entitled *City of Beverly, Beverly Police Department vs. Massachusetts Civil Service Commission* No. 2008-01794-C in overturning a Civil Service finding that the City had improperly by-passed a candidate for initial appointment to the Police department. The matter is now pending in the Massachusetts Appeals Court.

The City Solicitor's Office was successful in securing the dismissal of a case in the Essex Superior Court in a matter entitled *Commerce Insurance v. City of Beverly* No. 2008-0037B in which the plaintiff sought monetary damages because of a motor vehicle collision occurring at the intersection of Rantoul and Elliott Streets.

COMMUNITY SERVICES DEPARATMENT

BEVERLY COUNCIL ON AGING AND SENIOR COMMUNITY CENTER

Introduction

The Beverly Council on Aging and Senior Community Center is the municipal department responsible for the planning, coordinating, and implementing programs and services to meet the needs of Beverly's older adults. Additionally, the Council acts as an advocate for frail seniors through its relationships with local human service agencies and other municipal departments including the Fire and Police Departments, the ADA officer, Veteran's Agent and the Board of Health.

Vision and Mission

The Council on Aging envisions a senior friendly community where elders are engaged in the life of the community; valued for their life skills and experiences; respected for their contributions and supported in their choices to remain independent. The mission of creating a safe and warm community is realized through the proactive response to the evolving needs of seniors. Social services, education, transportation, health, recreation and leisure time activities are available to individuals age 60 and older residing in Beverly and surrounding communities. The COA assists the most vulnerable seniors by advocating for supportive services, which increase their ability to live independently in the community.

Administration

Personnel Updates:

The Council on Aging is comprised of a nine member advisory Board and a complement of both full and part-time staff. **MaryAnn Holak** has served as the Executive Director since September 2005. **Laurie Grant**, Assistant Director resigned in June 2010 and a

search is currently underway for her replacement. **Kendra Seavey** joined the staff as the full-time Activities Coordinator in October 2009. Other full-time positions include Building Manager, Transportation Coordinator, Outreach Coordinator (job share) and Receptionist. Part time positions include four CDL drivers, a Volunteer Coordinator, and custodian.

Mary Dionne a long time Council on Aging employee passed away in December 2009. **Nancy Ormiston**, a part-time employee of the Community Development office has been hired to work once a week to make deposits and pay bills.

In order to achieve budget reductions for 2009, the hours of three CDL drivers were cut by 2.5 hours per week and the position of Outreach Coordinator was funded through a grant and not the municipal budget for FY'10.

We were fortunate to have two Salem State College social work student interns join us for the full school year. Each extended our outreach and social service capacity as well as taking on major projects to benefit seniors. Assistant Director, **Laurie Grant** was awarded the *Salem State College Social Work Supervisor of the Year* for her work with the interns.

FY '10 Budget Sources

The Council on Aging receives revenues and pays its' expenses through three sources. The municipal budget for 2010 totaled \$519,861; the state formula grant totaled \$54,100 and the Enterprise Fund was budgeted for \$90,950

Program Highlights:

Senior Day in the Park – **Bobbie Horne** was name *Senior of the Year* at the Annual Senior Day at Lynch Park in August 2009. Over 400 seniors attended and local, state, and federal elected officials were on hand to deliver citations to the “senior of the year.” The event was supported by sponsorships totaling \$6,875.

Thursday Evening Activities: We piloted a series of Thursday evening activities during Older Americans Month, May 2010. The programs were quite successful with a total of 155 individuals attending one or more of the programs offered. Seniors were excited about the Center being opened in the evening and we will look to implement a Fall and Spring evening schedule in FY '11. Other evening events during the year included the Senior Soiree, attended by 169 people and a Spaghetti Supper offered by Gordon College Recreation majors with 85 people in attendance.

Health and Wellness Services – With support from area home care and health agencies, the Council provides weekly blood pressure screenings and health assessments. Five hundred and six individuals (506) participated in weekly exercise classes including Yoga, Tai Chi, PACE, line dancing and group exercise, totaling close to 6000 units of service. In May we collaborated with Beverly Hospital and the National Kidney Foundation and hosted an on-site kidney screening program. Approximately 50 people were screened that day.

Trips –567 seniors traveled on day trips offered through the Center. Additionally 69 individuals went on overnight trips. Chartered trips to either Foxwoods or Mohegan Sun are offered monthly.

TRIAD/SALT Council – This organization is a partnership with local police and public safety officials, the sheriff’s department and senior volunteers. TRIAD offered an Emergency Preparedness event in September 2009 at which 116 seniors met police and fire department and Emergency Management representatives and received a free emergency preparedness bag filled with items deemed necessary in the event of an emergency evacuation. An additional 284 grab and go bags were distributed to seniors in the community. A 12-week Citizens Police Academy Program, sponsored by the TRIAD Council and the Beverly Police Dept. in 2009 was also held and 18 seniors attended.

Santa Rosa Labyrinth - Through a generous Beverly Cultural Council Grant we were able to use existing program space to paint a permanent walking labyrinth. The opening, in June 2010 drew 41 people to the Center to learn more about this modern labyrinth and how it might benefit their health and wellness.

Outreach and Information and Referral Services

The Outreach Team provided 624 seniors with one on one support totaling 1,415 units of service in areas such as: information and referral, phone support, fuel assistance, farmer’s market coupons, home visits, case conferences and advocacy. Additional supportive services to Beverly seniors such as friendly check-in phone calls, birthday visits, seasonal yard work and holiday basket deliveries were provided to homebound, isolated, at-risk seniors of Beverly.

Scholarship Committee

The COA Board of Directors formed a Scholarship Committee and with seed funding from the Friends of the Council on Aging, a scholarship fund was established. This fund is used to assist low-income seniors who want to participate but are unable to afford, activities, programs, events, classes and trips or for the purchase of personal items and equipment. To date, nearly 25 seniors have been supported by scholarship assistance.

Community Garden

A community garden was planned and planted at the Beverly Bootstraps Cole Street site and grants from Both Beverly Hospital and the Beverly Horticultural Society allowed us to purchase the needed equipment, loam and plants.

Presentations at Senior Housing Sites

Presentations at various senior-housing sites throughout the City of Beverly were conducted to inform seniors about the senior center and all of its programs offered. Additionally, a presentation was held at Apple Village with Police Officer John McCarthy to air concerns and field questions. This event grew from the senior center’s continued involvement with the Beverly Resource Group (formerly the Gloucester Crossing Resource Coalition).

Elder Justice – “Breaking the Silence: Voices of Hope” – the Council has taken an active role in the Elder Justice Network of the North Shore. Also participating in the network are law enforcement officers, domestic violence advocates, the District Attorney’s office and Greater Lynn Senior Services. An original production, “Breaking the Silence: Voices of Hope” was written and directed by Kelsey McCabe, the COA’s

social work intern from Salem State. The play brought 200 people to the Senior Center including the Secretary of Elder Affairs, Salem State College social work faculty, Chiefs of Police and seniors and others involved in the field.

Caregiver Support - the Council sponsored three evening programs for caregivers. “*If I Were an Only Child*,” was held in October 2009, *Getting Started* by the National Alzheimer’s Association in May and a *Caregiver Support Group*, also in May.

Healthy Eating Program- Outreach Coordinator, Teri Allen-McDonough was trained as a master facilitator and trainer for the *Healthy Eating for Successful Living in Older Adults*, an evidence-based nutrition program offered by the state Department of Public Health. The course was offered at the Senior Center for seven weeks in the early spring and an introductory evening session was also held in May 2010.

The Beverly Hoarding Task Force - has continued to be a resource for agencies and clients, as well, who are affected by compulsive hoarding. In the spring of this year, the task force launched “**Clutter bugs**,” the only North Shore group offering support to hoarders with the insight and motivation seeking to make changes in their lives. The group meets every other week at the Senior Center.

Living’ the Good Life- our television show, *Living’ the Good Life*, continued to entertain and inform folks in Beverly and beyond. This year, we covered topics from Medicare and Fuel Assistance to depression and patient advocacy. Since its’ inception nearly 50 shows have been produced. The show was awarded a BEVCAM award for “Producers of the Year” and volunteer and Beverly resident, Dolores Gray was named Editor of the Year.

Out of Town Medical Transportation Program – Our major grant for this program was not renewed for 2010. We continue to provide rides through existing funds as well as donations of \$1,000 each from the Beverly Rotary and Beverly Hospital. In FY ’10, 74 individuals received 277 rides to out of town doctors programs. We will continue to seek grant funding but may have to terminate our contract with the vendor of services if additional funding is not found.

Medicare (SHINE) counseling – SHINE counselors are on site twice a week providing meetings and individualized programs for clients. One of the counselors is a volunteer and the other an employee of Beverly Hospital.

Volunteerism and Community Involvement: ***Volunteerism***

Over 200 people provided volunteer support to the Senior Center in FY’10. Volunteers entertained, instructed, gardened, counseled, answered telephones, served lunch, washed dishes, worked Bingo, prepared mailings and more. The center held two volunteer appreciation events during the year to thank the volunteers for their involvement. The Friendship Group volunteers made 20 gift baskets for women and children at HAWC for the holiday season. The R & R 2000 Big Band, with their 14 volunteers, provided musical entertainment each week to approximately 90 seniors at the center.

Electric Insurance Company - the company's Employee Involvement Team sponsored and volunteered at Senior Day at Lynch Park in August 2009 setting up and breaking down tables and chairs, cooking and service lunch to 500 people and contributing door prizes to the event.

They also sponsored and volunteered at a BBQ at during National Senior Center month in September 2009, serving 125 seniors.

Beverly Rotary Club sponsored Senior Day in the Park and picked up the costs of the band, ice cream, gift for the senior of the year and over a dozen members helped serve ice cream to the attendees.

Keller Williams Realty – the Beverly office completed a “day of service” and did Spring yard clean-ups at the homes of 23 seniors.

The Food Project Youth from the Food Project volunteered at the center every Wednesday during July and August and helped with grounds work and building improvement projects.

Beverly Hospital – Beverly hospital provides a pharmacist on a monthly basis to counsel seniors on their medications. They also provide a SHINE, Medicare insurance counselor who holds office hours at the Center. They also contributed \$1,000 for the out of town medical transportation program and

Medication Take-Back Program – The Senior Center served as the site of two medication take-back programs in FY '10. This collaboration between the Board of Health, Police Department, Beverly Hospital and the Senior Center enables citizens to drop off out of date, unused medications and prevents both the inappropriate disposal of drugs and also of the drugs getting in to the wrong hands.

Northeast Ambulance Company - the company donated a Wii Nintendo to the Senior Center and provided staff to teach seniors how to use the equipment. Now, at least twice a week, a group of 15-20 seniors cheer each other on in friendly WII bowling competitions.

School Involvement – The Briscoe Middle School band and chorus performed two shows, the Cove School first graders performed their Memorial Day Program for us, The BHS girls gymnastics team made Valentine's Day baskets for Meals on Wheels clients, the Landmark School service group did fall and spring yard clean-ups and the Hannah School Brownie Troop held a May tea party for seniors and teachers.

Transportation Services

Our Transportation program provides in town services to seniors. Medical appointments, trips to the Center, hairdresser, grocery store and banks are the primary destinations of riders. In FY '10 270 individuals received 14,812 rides. The COA is faced with an aging fleet of vehicles that require frequent maintenance. All 3 minibuses required various extensive mechanical service throughout the year which included full brake replacement, rear spring replacement, engine oil and fuel seals etc. Bodywork was also required due to body rot. Bus #5 had service doors replaced and bus #6 & 7 will be scheduled for it in

early FY11. Bus # 7 had entry steps replaced. Close to \$10,000 was spent on repairs and replacement parts and fuel costs totaled \$11, 300. The COA budgets' share of payroll for transportation totaled approximately \$165, 552. (Excludes all city benefits). The cost of a round trip ride using the above information is \$25.23. Looking at it a different way, the COA spends roughly \$613.15 per rider.

The current COA fleet consists of the following vehicles.

- 2001 Ford 21 passenger minibus w/ 91,000 miles
- 2002 Ford 18 passenger minibus w/ 87,000 miles
- 2002 Ford 18 passenger mini bus w/80,000 miles
- 1997 International Bus 16 passenger w/100,000 miles*
- 2007 Ford Van 8 passenger w/18,000 miles
-

*In FY '09 we procured a 1997 bus from Beverly School Dept and converted

it for use by BCOA. School bus seats were replaced with coach style seating, A/C and grab bars were installed; exterior was painted white with COA lettering. The bus entered service in July 2009.

A grant was procured to purchase Nextel/Sprint direct connect communications, hand held devices, allowing for constant communication between Transportation Coordinator and vehicles.

This type of communication is not possible with current (antiquated) 2-way radio system.

All are in agreement that the current fleet will continue to require more than normal maintenance due to age and wear and tear on this type of transportation. The Council on Aging Board has formed a subcommittee to explore transportation options and MaryAnn attends a regional transportation planning group, entitled "On the Move."

As in past years BCOA loaned a van to the Beverly Elks for transport of veterans to a Thanksgiving dinner. A bus and driver were on standby during citywide power outage in the event evacuation became necessary.

Acknowledgements:

The Council wishes to thank the many individuals, groups, volunteers, and community organizations for their continued support and dedication to the seniors of our community.

Beverly Council on Aging Staff:

Executive Director	MaryAnn Holak
Activities Coordinator	Kendra Seavey
Outreach Coordinator	Teri Allen McDonough
Outreach Coordinator	Elaine Heredeen
Volunteer Coordinator	Gail Murley

Transportation Coordinator	Bill Brewer
Custodian	Gordon Chafe
Building Manager/Custodian	Ralph Palmer
Receptionist	Marjorie O'Brien
CDL Driver	Diana Gebhardt
CDL Driver	Leonard Richardson
CDL Driver	Lynda Santos
CDL Driver	Linda Abbott

Beverly Council on Aging Board of Directors 2009-2010:

Bradford Gaige, Chairperson	Mary Lou Mital*
Blair Smith, Vice-Chair	Claire-Marie Hart
Cynthia Montalbano, Secretary	Patricia Reade
	Brandon Ruggieri

* Mary Lou Mital resigned in May 2010

BEVERLY BOARD OF HEALTH

William T. Burke III, RS, CHO
Director of Public Health

The following is a summary of the programs and inspectional activities implemented by the Board of Health and its staff for the 2010 fiscal year (July 1, 2009 – June 30, 2010).

The Board of Health is responsible for directing and administering a program of health related services for the city and its residents. The Health Department is responsible for enforcing numerous State Sanitary and Environmental Codes as mandated by State law. Massachusetts General Law, Chapter 111, Section 31, provides the Board of Health with the authority to make reasonable health regulations. In addition to the mandated state regulations, the health department is responsible for the enforcement of local regulations. A variety of inspections are conducted to determine compliance with said codes and regulations.

The following is a list of enforcement activities for FY 2010:

<i>Type</i>	<i>Total #</i>
<i>Plan Reviews/ compliance visit</i>	<i>136</i>
<i>Food Service Inspections</i>	<i>342</i>
<i>Food Service Re-inspections</i>	<i>299</i>
<i>Food Service Complaints</i>	<i>20</i>
<i>Retail Food Inspections</i>	<i>54</i>
<i>Retail Food Re-inspections</i>	<i>34</i>
<i>Retail Food Complaints</i>	<i>7</i>
<i>Mobile Food Inspections</i>	<i>7</i>
<i>Mobile Food Re-inspections</i>	<i>0</i>
<i>Housing Inspections</i>	<i>47</i>
<i>Housing Re-inspections</i>	<i>86</i>
<i>Rooming House Inspections</i>	<i>29</i>
<i>Change of Occupancy Inspections</i>	<i>331</i>
<i>Change of Occupancy Re-inspections</i>	<i>2</i>
<i>Lead Paint Determinations</i>	<i>0</i>
<i>Nuisance/Trash Inspections</i>	<i>74</i>
<i>Recreational Camp Inspections</i>	<i>19</i>
<i>Recreational Camp Re-inspections</i>	<i>1</i>
<i>Semi-Public Swimming Pool Inspections</i>	<i>33</i>
<i>Semi-Public Swimming Pool Re-inspections</i>	<i>22</i>
<i>Tanning Facility Inspections</i>	<i>15</i>
<i>Soil Testing (Title 5)</i>	<i>5</i>
<i>Septic System Construction Inspections</i>	<i>60</i>
<i>Environmental Complaints</i>	<i>9</i>
<i>Court/Administrative Hearings</i>	<i>0</i>
<i>Food Related Hearings</i>	<i>0</i>
<i>Meetings, Seminars and Conferences</i>	<i>246</i>
<i>Beach Sampling (12 weeks)</i>	<i>132</i>
<i>Beach Re-Sampling</i>	<i>16</i>

Animal Complaints	2
Body Art Establishment Inspections	1
Body Art Establishment Re-inspections	1
Body Art Practitioner License Review	3

Number of Permits Issued as of January 1, 2010

Change of Occupancy.....	312
Food Related.....	240
Milk.....	189
Caterers.....	7
Tobacco Sales.....	43
Swimming Pools.....	14
Recreational Camps for Children.....	18
Disposal Construction Installers.....	15
Septic Haulers.....	11
Tanning Facilities.....	9
Dumpster Contractors.....	9
Body Art Establishments.....	2
Body Art Practitioners.....	9
Keeping of Animals.....	14
rDNA.....	3
Funeral Directors.....	2
Miscellaneous	8
TOTAL	904

In FY10 the department continued to collaborate with other municipalities and organizations to receive grants/awards and to obtain favorable service contracts. Examples include:

GRANTS/AWARDS

- **\$186,884 –Public Health Emergency Preparedness Grant** from The Massachusetts Department of Public Health (MDPH). The grant was awarded to a fifteen-community coalition called The North Shore – Cape Ann Emergency Preparedness Coalition. The purpose of the grant is to develop a regional approach to public health emergency preparedness and develop specific public health roles/plans for infectious disease emergencies. For more information visit the coalition's website at www.nscalert.org
- **\$14,285 – Medical Reserve Corp (MRC)**. Funding to recruit, train and drill medical volunteers for the Emergency Preparedness Coalition to utilize at events and in cases of emergency.
- **\$557,856 – Public Health Emergency Response Grant** from the Massachusetts Department of Public Health and Federal Government. The grant was awarded to the Emergency Preparedness Coalition for planning and implementing H1N1 influenza vaccination clinics, educational outreach and associated logistics/supplies.
- **\$94,200 – MDPH Tobacco Control Program**. The grant was awarded to a nine-community collaborative called The North Shore Area Boards of Health Collaborative. The grant was reduced \$30,228 from last year. The purpose of the grant is to provide enforcement support for the community's *Environmental Tobacco Smoke and Youth Access to Tobacco Regulations*. Two yearly compliance checks of the 44 establishments selling tobacco products were conducted. In addition, two store visits were conducted, one educational visit to insure each establishment had the appropriate signage and permits, the second to assess the emergence of Other Tobacco Products (OTP) that are inundating the retail markets.
- **\$650 MDPH Fluoride Rinse Grant** - Provides fluoride and supplies for the Fluoride Rinse Program. 1,072 students participated in the program during FY10.
- **\$9,240 MDPH Zostavax (shingles vaccine) Grant** - Used to provide immunization to 60 eligible Beverly seniors at no cost. The clinic is planned for August 2010.

In-Kind Donations

Fluoride Rinse Parent Volunteers

Jacqui Williams, MDPH

SolmeteX Dental Division

Northeast Regional Ambulance

Salem State Nursing Program

Council of Aging Knitting Club

Service Contract

- As a member of the 6-member subcommittee of the Essex County Household Hazardous Collection Network we were able to negotiate a very beneficial

collection contract with Clean Harbors Inc. for 2008, 2009 and 2010 that was significantly below the state contract prices.

Preventative Health

The Board of Health/Health Department offered and sponsored a wide variety of preventative health, environmental awareness and educational outreach programs in FY10. Examples include:

- **Beverly Dental Clinic** – Provides oral health services to schoolchildren, who otherwise would not have access to care. The total patient enrollment in the clinic for FY10 was 308, a decrease of 33 from FY09. The clinic continued the Fluoride Mouth Rinse Program in elementary schools with 1,072 students participating. The clinic provides ongoing educational outreach. The clinic total insurance reimbursement for the year was \$28,905. The reimbursement will be used to absorb budget cuts in FY 2011. The high school project includes space for the dental clinic's assimilation. Discussions are ongoing regarding the operation of the School-based Health/Dental Center. The assimilation will aid in the sustainability of the ninety-four year old public health program. For a complete summary of clinic activities please see the FY10 Beverly Dental Clinic Annual Report.
- **Annual Seasonal Flu & H1N1 Flu Clinics** – Approximately 1,570 doses of seasonal Flu vaccine were administered at fourteen clinics in the fall of 2009. A food drive to benefit Beverly Bootstraps was held at the flu clinics and cash donations of \$571.00 along with non-perishable food items were collected. With the help of a Salem State RN to BSN program nurse, nurses and medical assistants from Garden City Pediatrics and the paramedics from Northeast Regional Ambulance, the health department conducted six H1N1 flu clinics for various target groups within the community including one each at Beverly HS and the Briscoe MS. Over 2,000 doses of H1N1 vaccine were administered and/or allocated. We extend our sincere thanks to Northeast Regional Ambulance for their invaluable assistance with the H1N1 clinics. Due to the public health emergency, paramedics were allowed to perform H1N1 vaccinations and as a result proved to be a vital vaccinator resource when traditional vaccinators were in short supply.

We continue to contract with Public Sector Partners to bill Medicare for our seasonal flu clinics. They are paid 10% of paid claims and we have found an increase in the rate of reimbursement above and beyond that 10% fee.

- **Student Nurses** – The department continues its partnership with Endicott, Salem State and UMass Nursing Programs. The Salem State RN to BSN Program was a one-on-one experience to expose students to public health nursing. Whereas this nurse was already a licensed registered nurse, she was able to provide hands on approach and assist with public health functions, including the flu clinics.
- **River House Shelter Nursing Services** – The health department serves as a resource for the River House staff regarding health-related problems or concerns.

Nursing services for shelter clients was arranged with Partners Home Care. The health department provides vaccine and over-the-counter medications and supplies such as: individual first aid kits, sunscreen, gloves, hand sanitizer, cough drops, Tylenol, ibuprofen, bandages and alcohol swabs. Educational materials were provided to clients and staff. The following programs were held at the shelter this past year: smoking cessation, sexually transmitted diseases, infection control, skin cancer, seizure disorders and flu. Flu, pneumonia, tetanus and quarterly TB clinics were conducted.

- **Morbidity & Mortality** - There were approximately 208 deaths of Beverly residents where death occurred within the community. These figures include deaths at Beverly Hospital, three nursing homes, at home by illness and through accident or suicide. The leading cause of death is Heart Disease with the general category of Cancer as a very close second. Death by drug overdose has steadily increased over the last few years.
- **Communicable Disease Surveillance** – In accordance with 105 CMR 300.000: Reportable Diseases, Surveillance, and Isolation and Quarantine Requirements the health department is responsible for investigating the seventy-seven reportable diseases. The following reportable diseases were investigated this fiscal year:

Reportable Diseases

Anaplasmosis – 6 cases

Babesiosis – 3 cases

Ehrlichiosis – 7 cases

Giardiasis – 8 cases

Hepatitis A – 1 case

Hepatitis B – 6 cases

Hepatitis C – 14 cases

Shigella – 1 cases

Haemophilus Influenza – 3 cases

Lyme Disease – 34 cases

Campylobacter – 8 cases

Vibrio – 1 case

Cryptosporidium – 4 cases

Salmonella – 41 cases

Strep (Invasive) – 22 cases

Pertussis – 2 cases

Tuberculosis – 2 cases

Legionellosis – 1 cases

Listeria – 1 case

Total 165 cases

These cases do not include the vast numbers of illness complaints, including noroviruses, which are expected to be investigated but have not been laboratory confirmed. In addition, there were 3 bat bites that required rabies prophylaxis and numerous animal bite follow-ups.

- **Massachusetts Immunization Program Vaccine Depot** – The Massachusetts Immunization Program (MIP) provides all of the vaccines for the Beverly Health Department. Vaccines are now drop-shipped directly to community vaccine providers by the State. A yearly audit is conducted by the Massachusetts Department of Public Health. Temperature logs and associated paperwork are reviewed for compliance with the immunization standards.

Environmental Awareness

- **Household Hazardous Waste Collection Event** – The April 24, 2010 event was very successful, accepting hazardous waste from 335 vehicles, an increase of 101* vehicles from last year. Beverly and Salem entered into a reciprocity agreement this year allowing one another's residents the option of attending either event. In the fall, 31 Beverly residents attended Salem's event and 55* Salem residents attended Beverly's event. Also collected were 152 propane tanks, 98 automobile tires and 61 car batteries. The net cost of the event to the city was \$7,959.61.
- **Mercury Recovery Program** – Mercury thermometers may be exchanged for digital thermometers and other mercury containing products such as thermostats and button batteries may be dropped off for recycling. The following mercury containing products were collected this year: 44 thermometers, 43 thermostats, 4 lbs of button batteries, 12,229 linear feet of fluorescent bulbs, 384 U-tube bulbs and 78 CFL/HID bulbs.
- **Medication Take Back Program** – In conjunction with Beverly Hospital and the Police Department two collection events were held in FY2010. The first was on September 26th and the second was on April 24th. Both events were well received. A regional program is being planned for Essex County for September 25, 2010.

Beverly Hospital has a sharps kiosk in the hospital lobby for residents to dispose of sharps on a regular basis. The health department provides sharps containers at the Senior Center for interested residents.

Educational Outreach

- **Choke Saver Training** – In conjunction with the Greater Beverly Chapter of the American Red Cross, the department sponsored an anti-choking training for food service personnel. Approximately 25 food handlers participated in the training.
- **KEEP Program** – In conjunction with the National Kidney Foundation, Beverly Council on Aging and Beverly Hospital sponsored the Kidney Early Evaluation Program (KEEP). Sixty-four individuals participated in the comprehensive evaluation program. Beverly Health Department Medical Director Dr. Demetrius Rizos was instrumental in fostering the idea. Dr. Rizos became Medical Director in September succeeding Dr. Miguel Martinez.
- **Third Grade Program** – The Dental Clinic arranged dental education visits to all third grade classrooms by a dental hygienist. The program sponsored by the Health Department is in recognition of February Dental Health Month.
- **Oral Health Education** – Our annual Dental Health Education Program was presented to all public and two parochial schools for grades K, 1, 3 and special needs. The program promotes good oral health habits to children.

- **Hoarding Task Force** – The Health Department continues to participate in this multi-discipline working group to deal with the difficult problems associated with hoarding. The group continues to meet on a regular basis. A resource list of organizations and therapists has been developed. There have been discussions to merge the group with a regional one.
- **BevCam** – Beverly Cable has been provided with educational DVD's which include the following topics: Respiratory Hygiene, Vaccine for Children, ICE the Forgotten Food, Beavers, Coyotes, Food Safety for Seniors, Flu Care at Home and Handwashing.
- **Police Department FIT testing** - thirty-three police officers were FIT tested for N95 respirator masks. A box of N95 masks was donated for each police cruiser.
- **Police Department TB testing** – 7 police officers obtained a base-line TB test through the Health Department.
- **Emergency Preparedness Coalition Volunteer Trainings** – Training topics for medical and non-medical volunteers regarding emergency dispensing sites and pandemic planning. Trainings held this year included: Medical Reserve Corp Overview; Behavioral Health I and II; Flu Care at Home; Flu Mist Vaccinator Training; Start Simple Triage and Rapid Treatment; Heart Saver; CPR; Emergency Dispensing Site Mechanics Part 1 & 2 and CERT Training.
- **Emergency Preparedness** – Conducted pandemic planning with the three Beverly nursing homes. In addition, a set of eight emergency preparedness posters were laminated and sets were given to the following: City Hall, the library, public and private schools and the YMCA. Funds also supported the donation of pediatric facemasks, good health habits coloring books and stickers for children waiting in the Emergency Department of Beverly Hospital.
- **TRIAD** – Coordinated with seniors at the CoA to prepare and distribute “Grab and Go” bags to be used in an emergency. The department donated medication cards, hand sanitizer and educational materials to the effort and provided a first aid kit as a raffle item the day of the distribution event.
- **Sun Safety** – The Public Health Nurse created a sun safety display at the public library. To encourage the use of sunscreen, packets of sunscreen accompanied the display. In addition, a sun safety poster contest took place for fourth graders. Participant's posters will hang at the library through the summer.
- **Fire Department Open House** – “No Smoking” coloring books were distributed.
- **Mosquito/Tick Education** – Laminated posters and educational materials were prepared and presented to the following: The Recreation Department, schools, library, City Hall, YMCA, Beverly Golf & Tennis and summer camps
- **Newsletters** – Articles on the following subjects were submitted to the Council on Aging newsletter: seasonal and H1N1 flu, handwashing and shingles. Also, an article on handwashing was submitted to the Chamber of Commerce for inclusion in their newsletter along with an offer of free handwashing signs for businesses.
- **Education on Wheels** – The department partnered with SeniorCare to disseminate educational materials on a monthly basis via their Meals on Wheels Program to reach the homebound clients they serve. Some of the materials included: emergency preparedness, extreme heat, how to dispose of unused medications, food safety for seniors, handwashing and flu care at home.

- **H1N1 Influenza** – Packets containing educational materials along with Kleenex, facemasks and hand sanitizer were distributed to students at Montserrat and Endicott Colleges.
- **Back to School Bonanza** – Distributed educational health materials and information on the dental clinic and donated hand sanitizer and Kleenex packages to the backpack program. In addition, provided nutritional snacks for the after-school program and coordinated the donation of crocheted/knitted hats, mittens and scarves from the Council on Aging Knitting Club to elementary school children and Bootstraps.
- **Health Fairs and Special Events** – The Public Health Nurse provides educational outreach at various events throughout the year. Examples have included: YMCA's Healthy Kids Day, Employee Benefits Fair, Tiny Tots Day, Back to School at Beverly Boot Straps and Health Fairs at Briscoe Middle School, Endicott College and the Council on Aging.

The Director of Public Health and the Public Health Nurse serve on a number of municipal and community committees, regional coalitions and professional organizations. Examples of which are: Emergency Medical Services Committee, Local Emergency Planning Committee, Hazardous Waste Oversight Committee, the Beverly Community Council, Beverly Resource Group, North Shore - Cape Ann Community Health Network, North Shore Area Boards of Health Tobacco Control Collaborative, Essex County Household Collection Network, North Shore – Cape Ann Emergency Preparedness Coalition, Community Advisory Council, TRIAD, Hoarding Task Force and the Massachusetts Association of Public Health Nurse

Permit Fees and Services

The Board of Health charges fees for various permits and services. The following is a list of associated fees collected during FY2010:

Housing Inspections.....	\$ 15,623.90
Food, Milk, Frozen dessert, Retail & Mobil	28,770.00
Caterers.....	1,452.50
Tobacco sale permits.....	2,175.00
Swimming Pools.....	1,475.00
Summer Recreational Camps	1,900.00
Soil tests, Title V, & Plan reviews.....	2,900.00
Installers/Haulers.....	2,912.50
Tanning Salons.....	1,000.00
Body Art.....	1,500.00
Animal Keeping.....	1,125.00

rDNA.....	300.00
Other / Miscellaneous.....	<u>616.75</u>
The total fees collected.....	\$61,975.65

As we enter fiscal year 2011 the Board of Health and the Health Department will continue to conduct compliance inspections, investigate complaints and promote policies and programs to protect public health and the environment. We will continue to work with other municipalities and private organizations to obtain beneficial grant awards and cost effective service contracts.

It is the mission of the Board of Health and its staff to serve as a resource intended to prevent, promote, protect and meet the multitude of health related needs of the community. On behalf of the Board and its staff I wish to thank Mayor Scanlon and the City Council for their support of our public health efforts throughout the year and for their anticipated assistance in fiscal 2011.

For more information, please visit our website at: www.beverlypublichealth.org

BEVERLY DENTAL CLINIC

Kathleen M. Ambrefe
Clinic Coordinator

Susan Pelletier, R.D.H.
Clinic Hygienist

Judy Tanzella, R.D.H
Clinic Hygienist

This is the Annual Report for the Beverly Board of Health Dental Clinic from July 1, 2009 – June 30, 2010. The clinic operated September 1, 2009 through May 26, 2010.

Clinic Enrollment:

There were 308 patients enrolled in the clinic during FY2010. This represents a decrease of 33 patients from last year. Every patient that was enrolled in the program had at least one visit. Several children had multiple restorative appointments. Nine patients were referred for care outside the Dental Clinic. The following is patient enrollment by school:

Ayers	53	High School	18
Briscoe	117	No. Beverly	29
Centerville	28	St. Mary's	4
Cove	27	St. John's	2

Hannah	27	Private	3
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Clinic Performance

Examinations	362
Chartings	362
Prophylaxis	362 (includes 2 nd pros)
Fluoride Treatments	349
Sealants	208/613 patients
Restorations	60
Anesthesia	7
Extractions (Primary)	12
Radiographs	20
Emergencies	3

Dr. Kiva Skolnick worked in the clinic for a total of 103.5 hours

Fluoride Mouthrinse Program

The Fluoride Grant was continued for the 2009-2010 school year. The request for the

Grant renewal for the 2010-2011 school year was filed in April 2010. An annual report of the Fluoride Rinse Program was completed and forwarded to the Commonwealth of Massachusetts, Office of Oral Health in May.

This grant continues to be provided for the following schools: Ayers, Cove, Hannah, North Beverly and Centerville. Each school is monitored throughout the year by the Clinic. The supplies for the program were provided by the State at a cost of about sixty cents per student. Fluoride emergency kits were checked and updated. Kits and fluoride are secured under lock and key at each school.

Fluoride in-service training programs were held at the Centerville school for new volunteer parents. The names of the new volunteers were forwarded to the State. Thank-you gift certificates were given to all volunteers at the completion of the program in May. Judy Tanzella oversaw the program at Ayers, Centerville and Hannah schools every week.

Participation in the Fluoride Rinse Program

	# of Students	% of Enrollment
Ayers School	237	70%
Cove School	193	63%
Hannah School	200	67%
Centerville School	196	67%
North Beverly	246	72%

Total	1,072	68%
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Education

Our annual Dental Health Education program was presented to all Beverly public schools and two parochial schools in grades kindergarten, one and three. This program continues to promote good oral health habits to all children. The Kindergarten and Special Needs children were visited in their classrooms this year, as the Dental Clinic cannot accommodate classroom sizes. Because of continued budgetary and time constraints, the remaining grade levels did not receive dental health lessons this year.

Third Grade Program

The clinic arranged dental education visits to all third grade classrooms from our hygienists. This program is sponsored by the Beverly Health Dept. in conjunction with February Dental Health Month. The clinic provided the supplies and arranged a convenient time with the teachers for the dental health lessons.

Clinic Licensure

On May 10, 2010, The Commonwealth of Massachusetts Department of Public Health renewed the Beverly Health Department's Dental Clinic license effective until May of 2012. The clinic received insurance reimbursements totaling \$28,905 for the 2009-2010 school year. Reimbursement revenue will be used to offset operating costs in FY 2011.

School-Based Health/Dental Center

The high school renovation project includes space for the Health/Dental Center. Discussions with Beverly Hospital and North Shore Community Health Inc (NSCH) have taken place regarding operating the center. Once finalized and licensed the dental clinic would be assimilated into the center. The assimilation will aid in the sustainability of the ninety-four year old public health program.

Beverly Dental Society

Members of the Beverly Dental Society have continued to be extremely supportive of the Clinic's attempts to service the dental needs of its patients. The Society's willingness to support this program via time and dental services is greatly appreciated.

Summary

The 2009-2010 school year for the Beverly Dental Clinic was successful and efficient. All students enrolled in the Dental Clinic had restorative and preventive work completed prior to the conclusion of the school year.

The number of students receiving dental care decreased again this year. Potential reasons for the decrease may be attributed to decreased school enrollments and more local dentists becoming Mass Health providers. Most students maintain caries-free mouths, due to preventative education, proper diet, fluoride, and sealants. Very few students needed to return for multiple restorative visits.

The program continues to provide quality dental health services to Beverly school children that otherwise would not have access to care. As discussions continue to move forward regarding the school-based health/dental center at the high school the probability

of relocating the Beverly Dental Clinic into the new health wing is imminent. As we enter into FY 2011 we look forward to continuing and improving this beneficial public health program.

PUBLIC LIBRARY

Library Director – Patricia Cirone

Services:

The Beverly Public library served an average of 5,719 people per week, not including the many patrons served by our Bookmobile. Saturdays and Sundays continue to be our busiest times, with door counts exceeding 100 people per hour at peak times at the Main Library. The number of Beverly residents with library cards grew again, to 31,814 by June 30, 2010, an increase of 5.5% over FY2009.

Circulation increased for yet another year in a row, from 374,551 in FY 09 to 375,859 items in FY 10, an increase of almost 2% over last year's already high figures. This is an increase of almost 19% since FY 2006, and represents an average of 114 items checked out per hour. This figure includes 36,212 items borrowed from other libraries – an average of 696 books delivered every week to Beverly residents from in-state and out-of-state libraries.

The Bookmobile, despite being off the road several times for repairs, continued to be heavily used by Beverly residents, circulating 61,769 items to area seniors, school children and families throughout Beverly last year – an increase of 2.5% over what was delivered last year.

Downloadable books continue to grow in popularity, with a 63% increase in audiobook downloads and a 139% increase in ebook downloads over last year. The increase in ebook downloads was fueled, in part, by a larger collection being available to residents through NOBLE's Overdrive subscription, but is also a reflection of the increased popularity of ebook readers in the marketplace. Beverly residents downloaded more audiobooks and ebooks than any of the other communities in the NOBLE consortium during FY2010.

The Beverly Public Library maintained a broad range of online resources to meet both research and homework needs as well as more general needs, such as car repair, consumer reports and genealogy. Librarians are available to help residents with their informational and reading needs via phone, in person and online via both IM chat, when the library is open, and after hours through the Ask-A-Librarian service which is available 24 hours a day, seven days a week.

The theme for this year's Summer Reading program for children is "Go Green," and has featured several programs with outdoor themes, including a visit from a live owl. This year our children's department worked with the reading coordinators at all the public elementary schools and every school child enrolled in the public elementary schools

received a reading log for the summer reading program and will get their certificates at school this fall. Enrollment in the program is available in the library for children not enrolled in the public school system. The children's department also started offering story hours for younger children during the summer months as part of their expansion of services to children. The library is now offering more programs to more age groups than ever before. In addition, the Library continues to work closely with the Beverly Public middle school and high school, ensuring that all students have access to titles on the middle school and high school required summer reading lists. The Library buys multiple copies of each title on those lists, in print and on audio where available. There were numerous programs throughout the year for adults, teens and children, including author visits, story hours, movies, plays and crafts programs. The adult series of programs on Monday mornings (Sept. to May) continued to draw crowds of up to 75 attendees each week. The Library, in conjunction with the Greater Beverly Educational Roundtable, received a grant to expand their annual community read. Hundreds of Beverly residents read "Three Cups of Tea" by Greg Mortenson. Many children and teens read the young adult version of the book as well as the picture book adaptation: "Listen to the Wind." Attendance was high at the numerous programs that featured, among others, a workshop on how to decorate your own teacup and a visit from Susan L. Roth, the illustrator of "Listen to the Wind."

Facilities and Equipment:

Both the skylights and the Essex street entrance to the building are still in need of repair. A recent environmental study of the building highlighted the need for a major overhaul of the HVAC system; conditions are not conducive to the preservation of the collection and are in danger of promoting the growth of mold. No new major problems have developed in either of the buildings this year.

The campaign to raise funds for a new Bookmobile reached its goal thanks to generous donations from residents throughout Beverly and by organizations such as Danversbank, the Beverly Rotary and the Landmark School. A new vehicle has been placed on order and should be delivered in FY2011.

PARKS & RECREATION COMMISSION/RECREATION DEPARTMENT

Director – Bruce Doig

FY2010 was another great year for the Beverly Recreation Department. Beverly citizens of all ages participated in a number of programs throughout the year including many new and exciting classes and events. We are very proud of our exceptional staff, including over 80 summer employees and over 40 volunteers, and especially our full time office staff that works very hard to ensure that everything runs smoothly year round.

Parks Program: The Recreation Department staffed 12 public parks again in the summer of 2009 with the help of \$5000 in Community Development grants to staff two of these parks. There were very high numbers at all of the parks that were staffed last

summer. Many new children found plenty of fun and excitement at their neighborhood parks. The high-energy Park Program staff kept the kids busy all summer with many new playground activities and an exciting schedule of nine weekly special events at Lynch Park. The summer park program is fully funded by the city's general budget and this program provides enjoyment for hundreds of children throughout the summer.

During the summer of 2009 the summer park program continued to include an afternoon Active Park program three days per week at Balch Playground. The intent of this afternoon program was to give children an opportunity to participate in healthy activities throughout the day instead of just at the morning park program. Many children from all over Beverly came to this program to participate in baseball, basketball, football, soccer, street hockey and many other active games to promote healthy lifestyles. This program is designed to help combat the growing obesity issue facing children every day.

Special Events: There were nine weekly special events at Lynch Park again last summer. The Special Events included Jacob Brower Day, Filthy Field Day, Wild, Wild West, Beverly Pride Day, Crane's Beach, Kids Carnival, and the world famous Luau and Lip Sync Contest. For these special events, Beverly children are bused from all over the city to Lynch Park to meet other children and play games and compete against other playgrounds and camps for bragging rights. Thursdays at Lynch Park in the summer are truly "Special". The annual Jacob Brower Day is funded by the Jacob Brower trust fund and provides a number of great activities and a free lunch for every child as part of a huge 4th of July celebration each summer.

Counselor in Training (CIT) Program: The very successful CIT program continued for the fifth year in the summer of 2009 with 40 teens (ages 13-16) volunteering as many as 250 hours each to assist our staff at parks and camps. Every park and camp was staffed with 2-3 volunteers who, under the guidance of a CIT Director, gained work experience and received on-the-job training. Each CIT was involved in planning activities, inventing games, mentoring children, and assisting the full-time counselors in running their parks and camps. We are very proud of this very successful program and the volunteers who sacrifice their summer vacations to make the program so successful.

Playground Equipment Updates: As a certified playground safety inspector, the Recreation Director continued to conduct a total safety survey of all playgrounds in the city in the past year. Fifteen play areas were identified for improvements to playground surfacing and several areas were identified for removal of equipment due to ADA and safety issues. In the fall of 2009 and spring of 2010, 1300 cubic yards of playground wood fiber was installed at 14 playgrounds around Beverly at a cost of over \$30,000. The installation of this safety surfacing will ensure the safety of these play structures for several years.

An additional \$20,000 was approved for playground equipment repairs again in FY2011. Based on the results of the most recent safety survey, several structures will be identified for repair or replacement starting in the fall of 2010.

The Recreation Department has been working very closely with the Friends of Cove Park (Kimball-Haskell Park) and the Department of Public Services to design and implement 2 new play structures by September 2010. Another phase of this project will make

continued improvements to this park, including a gazebo and many new benches. Most of the funding for this project came from private fundraising by the Friends of Cove Park with many people working very hard to make this project a reality by raising close to \$100,000. In addition, Landmark School has agreed to fund the construction of 3 new tennis courts at this park at a cost of approximately \$85,000. We are hoping to install these new courts this fall as well.

The Recreation Department also worked very closely with the Beverly Farms Improvement Society and the Department of Public Services to help plan and implement major improvements to Dix Park in Beverly Farms. The improvements include a complete renovation of the entrance to the park from Dix Way as well as a new ADA accessible entrance from Haskell Street. Other improvements include a renovated tennis court, multi-purpose court, new basketball court, walking path, spectator stands, enlarged baseball field and repairs to the existing playground equipment. The total cost of these improvements is over \$100,000, which was all raised privately including many significant donations of materials and labor.

The old playground equipment at Femino Park (Lindsey Park) was removed due to safety issues. We have been working with some neighbors to begin fundraising for some new equipment in the park.

ADA Transition Plan: The Recreation Director continued working with the ADA Coordinator, Art Daignault, and the Department of Public Services to address areas identified for improvements during past inspections of all Recreation Department facilities. A full survey of all parks was completed again in September 2009.

The Recreation Commission continues working closely with the City's ADA Coordinator to update the transition plan for the city including listing all work required to ensure all parks and playgrounds in Beverly are fully compliant with this law.

Summer Camps (Tiny Tykes, Acme Jr., Acme, Adventure): The four camps run at Lynch Park include Tiny Tykes (ages 3-5), Acme Jr. (ages 6-7), Acme Fun Camp (ages 8-10) and Adventure Camp for middle school students. All four camps are based at Lynch Park but some take field trips. Acme Fun Camp takes one day trip per week to area attractions and Adventure Camp goes on one overnight trip and one day trip during each two week session. All of the camps except Tiny Tykes use Obear Park on Fridays for a change of pace from the daily activities at Lynch Park.

The 2009 summer camp season was very successful again with over 500 children participating in our five different day camps. Many new staff members joined the department last summer. Joscelyn Ruelle-Kersker, Assistant to Director, and all of the summer camp staff did an outstanding job running all of the camps at Lynch Park. Everyone contributed to make for a very successful summer camp season. Most of the sessions were full and many children attended multiple two-week sessions. These children again enjoyed a wide variety of activities at Lynch Park and Obear Park, with many field trips and special events throughout the summer. These camps provide a safe environment and many wonderful experiences for all of our summer camp children to enjoy each year.

Sports Camps:

For the past six summers, the Beverly Recreation Department has partnered with many varsity coaches from Beverly High School to provide several sessions of sports camps for hundreds of young Beverly athletes. Coach Dan Bauer ran another successful youth football camp for the youngest players with about 70 players attending. Coach Bauer also ran the North Shore Player Development Camp, a continuation of the teaching and philosophy of the NFL Junior Player Development Camp, with about 60 players attending. In addition, Coach Bauer ran the NFL High School Player Development Camp with over 120 players attending in August 2009. The HSPD Camp is sponsored by the NFL and the National Guard with no cost to the players to attend the camp.

Coach Dave Wilbur ran two successful baseball camps and Coach Megan Sudak ran a successful softball camp in 2009. Between all of these camps, several hundred more children were able to participate in these skill development clinics last summer.

Beaches: Four beaches (Dane St., Lynch, Woodbury, Rice's) were staffed again in the summer of 2009. Things went well with no major problems. All of the lifeguard staff and most of the camp and playground staff were again trained in CPR and First Aid by the Beverly Fire Department in a series of classes provided free of charge. This training significantly increases the level of expertise available among our staff and increased our ability to provide safe beaches, camps and parks for all of the children and citizens of Beverly. I would like to thank Chief Pierce and the Beverly Fire Department for their hard work and efforts to complete this training for our staff in 2009.

Concerts/Homecoming/Movies in the Park: More than twenty concerts were scheduled by the Recreation Department again in 2009 on Sundays, Thursdays and during Homecoming. A couple of concerts were cancelled due to severe weather but the ones that ran were very successful with large crowds attending. All of the concerts were performed at the Beverly Common and Lynch Park.

Homecoming events had great success in 2009 with great weather throughout the week. The Lip Sync Contest, Lobster Fest, Kids Carnival and Fireworks were very well attended. The 2009 Homecoming week consisted of over 80 events hosted at many sites around the city. Many new events were again added for the 2009 celebration. Thousands of Beverly residents enjoy these events throughout the city concluding with the fireworks celebration at Lynch Park.

Tiny Tots Day was another success during Homecoming. The Recreation Department staff entertained over 200 children with face painting, cookie decorating, games and a moon bounce. In addition, there was another great concert by Peter Stewart and the Potato Chip Band.

Summer 2009 was the seventh year of our successful outdoor movie series with 7 movies shown at Lynch Park on Sunday nights. This program was a success again and "Movies

in the Park” was a great event for many families to enjoy on seven beautiful summer nights at Lynch Park. Unfortunately, two movies had to be cancelled due to severe weather.

Adult Enrichment Classes: The Beverly Recreation Adult Enrichment Program continues as one of the best in the area. The department continues to receive compliments from citizens and other departments about the extent of its programs and the quality of brochures. In addition to many old favorites (College Financing, Arts & Crafts, Real Estate, Computer Instruction, etc.), many new programs are offered each year with something for everyone. The new Zumba classes have been well attended with over 40 people enrolled per session from February until June.

Lynch Park Advisory Committee: This subcommittee of the Parks & Recreation Commission continued to solicit public input and work to continue repairs to the carriage house at Lynch Park. The committee is still working to raise money for a total renovation of the carriage house and additional renovations to Lynch Park. The committee hosted several successful events in the fall of 2009 to continue raising awareness for this project. The Essex National Heritage group included the Carriage House in its Trails and Sails weekend in September and the LPAC hosted the 2nd Wedding Vow Renewal Ceremony on another fall afternoon in September. The Beverly’s Got Talent event in December 2009 was very exciting as was the “President Taft News Conference” at Endicott College in May 2010. The committee is planning many more events for 2010 to continue raising awareness and funding for this great project.

Lynch Park: The Department of Public Services staff continue to do an outstanding job prepping the park for use by thousands of people in time for this summer. Our department always receives many compliments during the summer about the condition of the park. Most of the credit belongs to the Department of Public Services for their hard work and dedication to making all of our parks as beautiful as possible.

The process of restoring The Carriage House at Lynch Park continued in the summer of 2009 with scraping and priming of the building in the fall and this spring. In addition, the Department of Public Services renovated one bathroom and installed a new ADA accessible bathroom in the carriage house last fall. In the spring of 2010, many structural improvements were done to the carriage house and a new hardwood floor was installed in a large area of the first floor to significantly increase the space that will be available for public meetings, events and functions. Work continues to make renovate the carriage house and turn it from a storage facility into a cultural and community center for all Beverly residents to enjoy.

David S. Lynch Appreciation Day: The Beverly Recreation Department and the Lynch Park Advisory Committee again sponsored the 5th annual David S. Lynch Appreciation Day at Lynch Park in August of 2009 to show our appreciation to the man who made the purchase of this beautiful park possible for the City of Beverly many years ago. Families were entertained by three concerts, a movie and tours of the carriage house, all to benefit the Carriage House Renovation project.

Mother's Softball Tournament: The 10th annual Mom Ball Tournament was held in September 2009 to again raise money for the Beverly Education Foundation. This tournament has raised over \$40,000 for Beverly's schools over the past 10 years. Ten schools participated again this year in a very successful, competitive tournament. The tournament was played on a beautiful weekend in the fall with very large crowds attending.

Middle School Strength & Conditioning Program: The Panther Athletic Workout Zone (PAWZ) is a program which was run by the Recreation Department for the seventh year. It was again coordinated with the Beverly High School varsity football coach and the athletic department at BHS. The course is designed for students in grades 6-8 to introduce them to proper weight training techniques, conditioning and BHS athletics. The class was very successful with 42 teens enrolled and participating in the 12-week program with classes three times per week from 5:30-7:00PM at Beverly High School. This program has greatly increased activity in middle school children in a safe learning environment.

Touch A Truck: The 13th annual Touch A Truck was held in conjunction with the National DPW Week again this year. Thanks to the hard work of many members of the Department of Public Services and the folks from our host the Cummings Center, this year's event was as successful as ever. Several thousand people attended with their families on a beautiful Sunday in May. Thank you again to the Cummings Center for hosting this event every year and to the DPS workers. Also a special thank you to all of the vendors who also participated in this great event.

Playing Fields: Most of the city's fields are in great shape despite the heavy usage thanks to the very hard work of the Department of Public Services. All of the fields are used every spring, summer and fall with thousands of children participating in a number of sports each year.

Obear Park: The bathhouse at Obear Park was destroyed by arson in 2008. The area has been cleaned up and the building is in the process of being reconstructed as a storage building with space for food preparation and storage for small events at the park. A new roof has been constructed and The Recreation Department has been working with the Ryal Side Civic Association to plan additional improvements to the park in the near future.

VETERANS' SERVICES DEPARTMENT

Veterans' Agent - Jerry Guilebbe

The mission of the Veterans' Services Department is to provide financial and medical assistance to veterans and their dependents residing in the City of Beverly (those eligible under Massachusetts General Law C115 and CMR108); participate in payment of burial expenses for indigent veterans, under prescribed regulation; assist all veterans in obtaining whatever Federal, State or Local services to which they may be entitled; and oversee the decoration of all veterans graves for Memorial Day.

In addition to Chapter 115, the mission as service officer is to assist any veteran in the City of Beverly with obtaining records, annuities, housing, education, and jobs rehabilitation programs.

Services

The Veterans' Department as in the past year has seen a significant increase in financial assistance and health care applications, Claims for financial assistance were up from the previous year and health care applications are averaging 10 to 12 a month. Again there were some minor changes to Chapter 115, which will affect the amount that is paid out each month for those who qualify.

There is still a minor problem with transportation to and from Gloucester where a van transports patients to the VA Hospital in Bedford, these appointments have to be made between 10 am and 12 noon, the van returns back to Gloucester at 1:00 pm. This fall the Peabody Veterans' agent and myself are going to discuss a regional transportation here on the North Shore, with the help from Salem who currently has transportation to Bedford through their office.

Also requests for Veterans Administration Disability Claims have increased by 20% this past year, the process is long and time consuming, but the application has been shortened and made a lot easier to file. Claims take many hours to compile, and requires many hours working directly with the veteran or spouse, claims are taking 10 to 13 months from start to finish.

Requests for military records and replacements, correction of records have also increased to almost daily. The good news is many records can be obtained on the computer here in my office as long as the veteran entered service from Massachusetts at the time of entry. For those looking for their entire records they have to be requested from St. Louis, which could take 6 to 8 weeks.

Again this past year has seen a dramatic request for assistance with employment, food, and health care. The Department also works closely with the Salem, Lynn and Gloucester Career Centers to assist veterans with jobs. Finding jobs has been a major problem this year with many veterans on unemployment for more than 18 months now.

Many of our veterans and/or dependents are seniors, there are many services that can be provided to them, Social Security Assistance, Pensions, Medicare, Transitional Assistance, and with housing issues. Many of our seniors no longer drive or have transportation to my office and on occasion I met them at the Senior Center or at their homes.

This office also maintains all service records for veterans and a confidential folder for each veteran and/or dependents and a list of services that were provided. All Massachusetts Chapter 115 benefits are also processed and maintained in this office with reports submitted to the Commonwealth of Massachusetts, Department of Veterans Services. All payments and records for Chapter 115 reimbursements are also submitted to the City Treasure.

We are now a year into the new computer system that tracks the Chapter 115 program, all records, forms and information are now processed electronically, this makes for a smoother operation of paper work and reimbursements back to the City.

Also this office makes preparations for Veterans Day and Memorial Day programs each year and assists with programs throughout the Schools and Senior Center.

Again there is talk about making changes to the Memorial Day Program, a meeting to discuss this will take place this fall.

Financial

Currently we have 41 veterans and/or their widows and children receiving Chapter 115 financial assistance. All payments made under this program follow strict guidelines pertaining to Massachusetts General Laws Chapter 115 and once processed through this department is then authorized by the Veterans Department of Massachusetts. The monies expended from this program are reimbursed back to the City of Beverly at 75%.

Community Outreach

This past year was our 6th year assisting veterans with a package “Beverly Cares” with the help of the community we were able to send 7 packages this past year. I also have been working with the Beverly Senior Center with identifying veterans and their widows to assist them with any issues that they may have. I continue to work with Spectrum Adult Day care, Ledgewood and Oceanview to assist them with and remind them of the services that are provided.

Conclusion

This past year has seen an increase in all services; requests are up for financial, medical, fuel assistance. The new Post 9/11 bill has been working very well for our new veterans, and all of the local schools, Salem State, North Shore community College have veteran’s representatives at the school to assist those with the GI Bills.

Again this year looks to be more active than the past year, I will continue to work with all of our Veterans Organizations, Senior Center and other local services to provide the best possible service to our veterans and families.

FIRE DEPARTMENT

It is the mission of the Beverly Fire Department to provide quality Fire Protection and Emergency Medical Services to the citizens of the community through professional and competent fire suppression forces as well as vigorous public education and fire prevention efforts.

Message from Chief



Chief Cotter

The goal of the Beverly Fire Department is to provide the highest level of life and property safety to our citizens through the extension of fire prevention, fire control, emergency medical care, crisis intervention and public education services.

The Office of Fire Chief provides overall direction and management of Fire services. The Fire Chief ensures that the Beverly fire Department complies with federal, state, and local regulations in the areas of fire suppression, emergency medical services, fire prevention, investigation, and disaster response / mitigation. Other areas of oversight include human resources, financial management, and employee development.

The Beverly Fire Department continues to operate in an efficient and effective manner. In Fiscal 2010, the demand on services remained stretched to its limit. Fire Department responses maintained essentially the same pace as the previous couple of years, which were the busiest ever for the Beverly Fire Department. There were over 4400 calls for service during calendar year 2009. Despite past state local aid cuts and faced with possible further state reductions due to the economic downturn, the Beverly Fire Department continued to operate to the maximum of its capabilities and will continue to provide the City of Beverly with the best possible service and protection.

The new fire truck was delivered in November 2009. It is a combination ladder truck and engine company, referred to as a Quint. It has a 105' aerial along with 500 gallons of water, 1250 GPM pumping capacity and the many other features that are required of

engine and ladder companies. This truck is stationed at Headquarters and has been designated as Truck 1.

During Fiscal 2010 there were many personnel changes that occurred within the Department. Due to two retirements in Fiscal 2009, we were able bring two new Firefighters on-board from our reserve list, to the permanent force, to fill vacancies created by these retirements. Their names are Chad McCormack and Jason Terry. Due to a grant from the **American Recovery and Reinvestment Act (ARRA)** we were able to **put on an additional firefighter, Derek Belanger in February 2010.**

The department's positive relationships with other government agencies and departments have proven beneficial to the community. Mutual aid / automatic aid agreements with our surrounding Fire Departments continue to serve the community well.

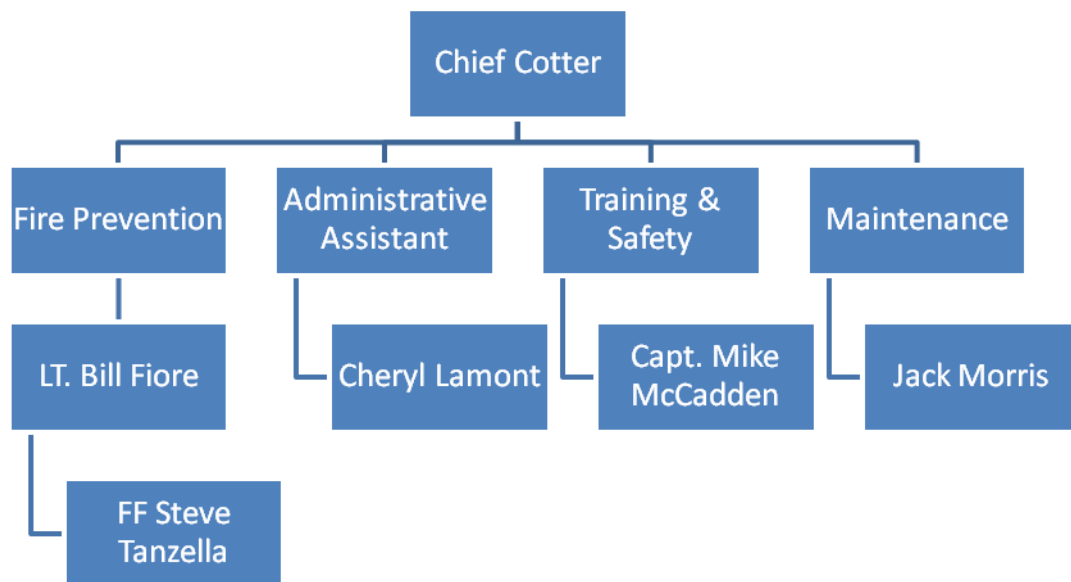


Operations

Emergency response is the most visible aspect of the service that the Beverly Fire Department provides to the community. The community looks to us to provide the service to save lives and properties from the effects of destructive and devastating forces beyond their control. This aspect of the fire department is the primary function for which the citizens of the community have enabled the department and its members. Emergency response has continually increased within the community on an annual basis. The Beverly firefighters respond to fire related events, motor vehicle collisions, hazmat incidents, medical calls and a variety of other requests in which people need immediate assistance. Whether the emergency is natural or manmade the community looks to the Beverly Fire Department to respond to, and mitigate the effects of, the event. In structural fire fighting, one of the key elements that define a fire department's commitment to quality service is its approach to the concept of "loss control." The purpose of loss control is to reduce or eliminate property loss and damage experienced by the citizen during and

following a fire. Loss control is a customer-oriented component of the Beverly Fire Department's service delivery system that provides for the highest level of customer service. It places a high value on citizens' property (buildings *and* contents.) Every effort is made to assure that loss is minimized at every fire. This is accomplished through constant training, better equipment and a genuine concern for the value of others belongings.

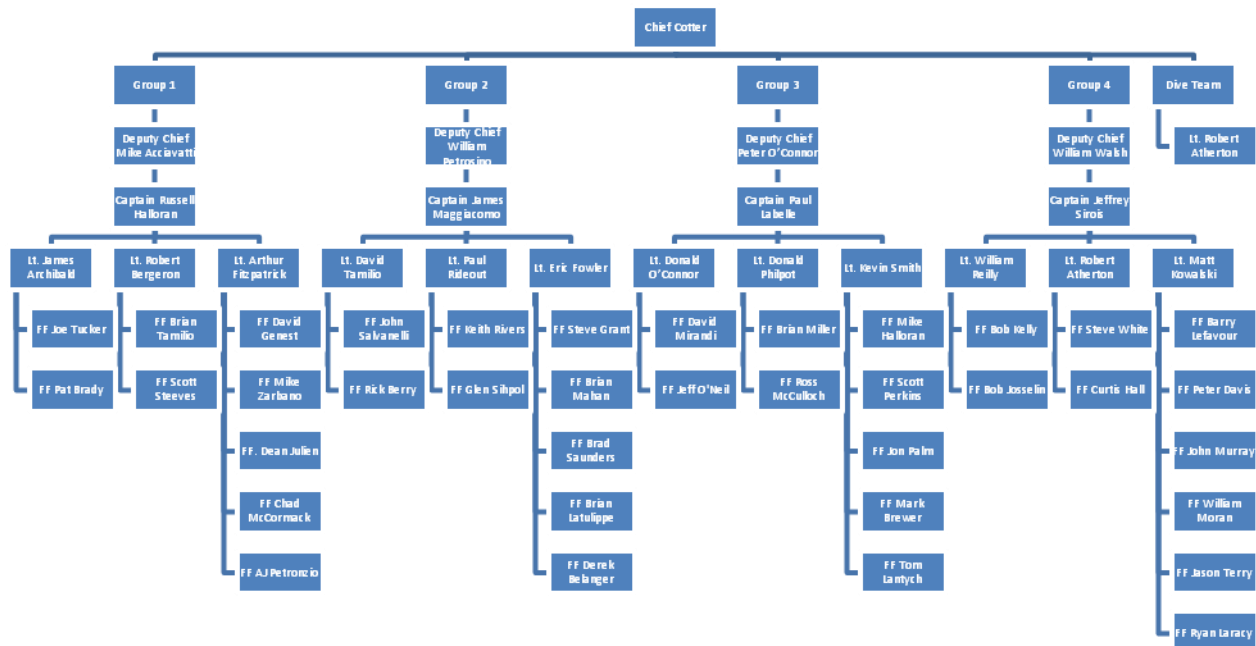
Organizational Charts



Staff Functions 1

Staff Functions

The Staff Functions of the Beverly Fire Department work a Monday through Friday schedule. Personnel that are assigned staff functions have a responsibility to various function related positions consistent with the needs of the Beverly Fire Department and the citizens served by the Department. Functions vary from Training and Safety to Maintenance of all of the Department vehicles.



Line Functions 1

Line Functions

The Line function of the Department is where the emergency response takes place. The Line Functions are divided by four groups that work twenty four hour shifts. Each group is lead by a Deputy Chief that is also assigned a support function. Deputy Chief Mike Acciavatti is responsible for the Mass Decontamination Trailer and the Department of Environmental Protection Spill trailer. Deputy Chief William Petrosino is the Line liaison to the Maintenance Division. Deputy Chief Peter O'Connor is responsible for the five person Public Information Division as well as Grant writing and management. Deputy Chief William Walsh heads a six person Fire Investigation Unit.

In addition to the Deputy, each group is also assigned one Captain, three Lieutenants and a minimum of nine firefighters. All Captains' are assigned to the headquarters station along with a Lieutenant and at least five Firefighters. North Beverly and West Street are both assigned one Lieutenant and two Firefighters.

In addition to the firefighting groups, there is a special specialized Dive Team led by Lt. Robert Atherton. Lt. Atherton has 11 divers assigned under his supervision. Those divers evenly assigned to each of the four groups.



Emergency Medical Services

The Beverly Fire Department currently has fifty (56) Commonwealth of Massachusetts certified Emergency Medical Technicians (EMTs) and one certified Paramedic, divided among the four working groups of firefighters. As replacement firefighters are hired, the number of EMTs will continue to increase until we have all officer/firefighter EMTs. All new recruit firefighters must become EMT's within one year of being hired. Our EMS Coordinator, Firefighter Brad Saunders, directs all aspects of our Emergency Medical Services.

The Fire Department has expanded its' Emergency Medical Services into a community training role. Its' certified instructors have conducted many classes in CPR and AED (Automatic External Defibrillators) certification. The department recently finished all the certifications for the Beverly Recreation Department personnel. This endeavor will continue in hopes of establishing greater public awareness, throughout the community, of the need for CPR and AED training.

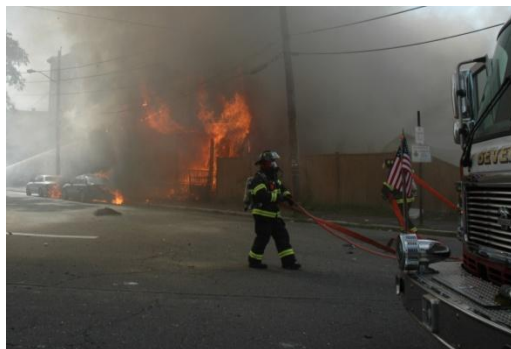
Beverly Fire Rescue operates three emergency vehicles that are staffed twenty-four hours a day with Emergency Medical Technicians. Each of these vehicles is also equipped with cardiac defibrillators and EMS duty bags that contain all of the medical equipment and supplies needed for managing everyday emergencies. This includes bandages, gauze, ice packs, an oxygen cylinder and related equipment.

One of the Rescue Equipped apparatus and its personnel are sent to serious medical calls for several reasons. Primarily, the appropriate number of personnel to adequately resuscitate a cardiac arrest victim or treat a traumatic injury exceeds the staffing of one ambulance. In these situations, in which multiple body systems are in need of treatment, additional personnel immediately on the scene can treat the patient's injuries or illness simultaneously.



The second reason Beverly Fire Rescue sends a fire truck to your medical emergency has to do with **time**. Our number one enemy in successfully rescuing or treating a patient is the amount of time that expires between the time of the emergency and the time medical help arrives to the patient's side. Once an ambulance has left the area and transported a patient to a hospital, it is no longer available for the next emergency in that area. Therefore, much of the time, your Beverly Fire truck is the first to arrive and begin life support treatment.

Thirdly, the fire equipment in Beverly has been acquired, positioned and staffed in accordance with the National Fire Protection Agency, the National Fire Administration, the Insurance Service Organization and other industry specific guidelines in order to provide **maximum and efficient** fire protection to the community. The addition of EMS responsibilities for these apparatus provides the taxpayer with additional services using the same tax dollars.



Fire Prevention

Under the direction of Lt./Inspector William Fiore along with firefighter/Inspector Steven Tanzella, the Beverly Fire Department has a very proactive Fire Prevention Bureau working with the members of the Department, City Inspectional Departments, community groups, and local and statewide Fire Prevention agencies to help reduce fire

deaths, injuries and loss through educational and code enforcement programs. The Fire Prevention Bureau is comprised of code enforcement and community fire prevention programs. Each of these areas is necessary to continue reducing fire loss in Beverly.

Site Plan reviews are conducted and the proposed building plan designs are submitted by the developer and reviewed for Fire Department approval. All building plans are reviewed by the Fire Prevention Officer for approval of sprinkler systems, fire alarms, heat detectors, smoke detectors, carbon monoxide detectors, fire extinguisher locations and general fire safety throughout the planned construction. As the construction progresses, site inspections are conducted until a final inspection is performed in conjunction with all other code enforcing departments.

The community fire prevention programs are based on curriculum targeted at Fire Prevention and Safety Awareness. This curriculum is related to making positive life choices and community awareness and understanding of fire safety initiatives. The Student Awareness of Fire Education (S.A.F.E.) program has been in place in the community since 1998 and the City has received over \$41,000.00 since participating in the program. The S.A.F.E. program is funded through the tobacco tax and money is awarded to each community on a grant application process that the Fire Prevention officer submits. Another point of interest here is that the Fire Prevention office collected over \$51,000.00 in permit fees this past year.

Child Car Seat Safety Program

In the seventh year of the Beverly Fire Department participating in this program, sponsored by the Governor's Highway Safety Bureau, hundreds of car-seats have been inspected each year with many taken out of service and replaced with seats from the Department. This program provides new parents with the opportunity to have their car seats checked at no cost. This program is provided at zero cost to the City and receives numerous donations for the good service that they provide. The Grant money received last year for this program was a big boost, and allowed us to replace seats for people unable to provide their own. Because this program has drawn so much attention, we have added additional Firefighters trained as technicians in order to keep up with the demand from the public.



Training Division

The training division of the Department continued to be very active in FY 2010. Under the direction of Captain Michael McCadden, the Firefighters have been involved with continuous daily training. Each year more than 100 firefighters lose their lives in the line of duty. As the Safety Officer, Captain McCadden ensures that firefighters conduct operations safely on the scene of an incident and around the firehouse. Some of the topics covered pertain to terrorism, accountability, the Incident Command System, and Mass Decontamination. For Beverly Firefighters ongoing training is intensive. Members attend continuing training at the Massachusetts Fire academy and within the department.

Specialty training is provided for members of the special operations teams. The Beverly Fire Department training and safety division was established to keep firefighters safe and proficient in their duties. Beverly firefighters are required to perform varying tasks during their daily operations from oil burner inspections to responding to hazardous materials calls. Each task requires a different level of training to get the job done right. Many of the training sessions are completed at the company level. Routine pump evolutions and ladder operations are conducted to keep firefighters up on the most basic skills. Many other classes require an advanced level of training. Classes such as the Hazardous material identification class are scheduled for the groups to attend to meet minimum federal requirements for responders to hazardous materials calls. The training Division ensures that all firefighter / EMTs have the requisite knowledge, skills, and abilities to perform their jobs safely and effectively. These activities include in-service training for new techniques and procedures, evaluation of current skills, and training to maintain certification for emergency medical services. In addition,

the division is responsible for ensuring the quality of patient care and fire reports for accuracy and consistency.



Fire Investigation Unit

The Fire Investigation Unit, under the direction of Deputy Chief William Walsh is comprised of five highly trained officers that are certified by State and Federal agencies to conduct fire scene investigations. Two investigators are also nationally certified in the Juvenile Firesetter Program. This program assists troubled youths as an alternative to criminal sentencing. The Beverly unit works closely with members of the State Fire Marshal's Office, Beverly Police detectives, and other fire investigators from surrounding communities.

In the past, the Unit has been involved in investigations that have led to arrests and juveniles being placed into the Juvenile Firesetter Program. They have also worked closely with DSS on other juvenile cases.

Depending upon assignment, typical duties may include, but are not limited to, the following:

- Respond to fires; conduct on-site investigations to determine points of origin and causes.
- Interview Firefighters, officer-in-command, tenants, witnesses, bystanders, and known informants in gathering information as to origin, cause, time, and possible suspects or material witnesses.
- Take necessary steps to preserve evidence at scene of fire; directs orderly overhaul of material while observing and recording evidence.
- Interview building owners and tenants to determine occupancy at time of fire, key holders, last out before fire, etc.
- Identify, trace, arrest, and interrogate suspects, alone or in cooperation with the Police Department, depending upon current policy.
- Prepare evidence for submission to District Attorney and assists as required in case preparation.
- Give testimony in court as the arresting officer and/or expert witness.
- Prepare detailed technical reports of investigations.
- Determine dollar losses in fires; coordinates with insurance companies and cooperates with their investigators.
- Perform related duties as assigned.



Beverly Fire Department Dive Team

History

In 1989, following an underwater emergency incident at the Kernwood Bridge, where a grandmother and three children lost their lives to drowning, the Beverly Fire Department decided to create a twelve man response dive team. Today, the dive team has evolved to serve all of Essex County, The Coast Guard, and inland communities with ponds, lakes, and rivers requiring services for diving related incidents. The team housed at the BFD headquarters station is fully equipped with a heavy duty dive truck and a 26' rigid hull inflatable fire boat. All divers are trained to the strictest national dive standards, participate in a minimum monthly training regimen, and retain current EMT and CPR certifications.

Mission

The primary objective is to provide 24 hour per day water/dive rescue capabilities within our primary response area. Services include surface and sub-surface rescues, and to supplement existing municipal rescue services in our response area. The Secondary objective is to provide underwater investigative and recovery capabilities, and to educate the public in water safety procedures.

Response

The Beverly Fire Dive Team responds to calls mainly for Beverly and the mutual aid system serving Essex County. The team averages approximately 20 – 25 calls a year and approximately six calls to surrounding communities requiring dive services. Most recent calls include assisting the Coast Guard with rescue and recovery efforts with a missing diver off of Gloucester at the popular advanced dive site the sunken freighter Chester Poling and in Lynn at Breeds Pond for a recreational swimmer drowning victim.



D.E.P. Oil Spill Response Unit

The Beverly Fire Department Oil Spill Response Unit, received from the Commonwealth of Massachusetts (Department of Environmental Protection Division), is a tactical unit which contains all the equipment necessary to contain an oil spill in its early stages. The BFD has created a six man team with training which focused on developing the skills necessary to effectively and safely deploy oil spill containment booms. Team members train once every three months (four times a year) in the town of Beverly, at various locations chosen as target hazards. All members are required to participate in practical deployments at each drill and operate the Beverly Fire Boat for various boom configurations.

Mission

Mobilization: Rapidly assemble the response trailer at a predicted oil spill impact site.

Assessment: Provide initial assessment at discharge area and provide effective tactical operations.

Containment: Deploy containment boom in the configuration that is appropriate to the situation.

Protection: Provide the ability to identify environmentally and economically sensitive areas to be protected.

Communication: Establish an effective communication system. This encompasses communications between Command and the Operational Field Units.

Demobilization & Transition: Assist an orderly transition of site control.

Priorities

1. Protect human health and safety
2. Contain the release
3. Protect environmentally sensitive habitats and wildlife areas
4. Protect economically important areas
5. Clean up impacted areas
6. Remediate the effects of the release



Public Information Division

Under the direction of Deputy Chief Peter O'Connor the members of the Public Information Division are all firefighters and fire officers assigned to a group with the additional responsibility of insuring the actions of the Department are forwarded to various media outlets on a regular basis. This is done by photographing and documenting incident scenes or Department functions, and interacting with media resources. Additionally, PIO's are responsible for providing a measure of Public Fire Education in order to prevent future incidents from occurring. In order to spread the word about incidents or Fire Prevention Efforts, PIO's use television, radio, print and web media to reach as many people as possible. Providing open, accurate information is imperative to the mission of the Public Information Division.

In addition to maintaining open relationships with media outlets, the Division maintains a Web Site through Network Solutions. www.BeverlyFire.org is updated on a regular basis to provide the general public with information about the Department, personnel, equipment, news and public education materials.

Whenever possible, PIO's work with Life Safety Educators to provide educational talks to different community groups. The most recent talk took place at the Beverly Senior Center on Colon St where nearly 25 Senior's attended a talk that ranged from Fire and Injury Prevention, to how to respond to an emergency in the various types of buildings in which they live. Educators have also spoken to Parent Teacher Organizations, high school students and elementary School students. In FY 2010, the Department provided roughly 41 hours of outside Public Education. There are currently four PIO's with basic Public Information Officer Training and one graduate of the Emergency Management Institute's Advanced Public Training Officer Program. The basic training consists of working with media representatives on a local scale while the advanced program relates to operations at large scale incidents within the National Incident Management System. The PIO's are supplemented by five Life Safety Educators who are specially trained to speak to groups in an educational setting in order to present a fire safety message.



Mass Decontamination Unit

Under the direction of Deputy Chief Michael Acciavatti, the Beverly Fire Department is the custodian of a mobile Mass Decontamination Unit. This unit is primarily in place to protect Beverly Hospital from accepting contaminated victims of Hazardous materials release either intentional or unintentional. The unit consists of three space frame tents, water and space heaters, a portable generator and various other tools and equipment that might be needed to decontaminate large numbers of people in the event of an emergency.

This year the Department conducted a joint exercise with Beverly Hospital and Symmetricomm that involved both ambulatory and non-ambulatory victims of a simulated anhydrous ammonia leak. The drill was a complete success identifying several processes that worked and a couple that needed improvement.

In addition to the exercise, Department members received 6 hours of continuing education on setup and operation of the system. The Department receives approximately \$2000 in state funds to conduct training annually.



Essex County Technical Rescue team

The Beverly Fire Department currently has four members on the Essex County Technical Rescue Team. The mission of the Essex County Technical Rescue Team (TRT) is to manage and coordinate life-saving efforts in the search, extrication, and safe-guarding of trapped victims during natural and man-made accidents and disasters. Members of the Team continually strive to follow the most current rescue methodology and practices in providing the safest, most expedient, and cost-effective technical rescue operations available.

Following a recent spate of firefighter injuries and fatalities when those working to save the injured have become casualties themselves, a new regional team has been developed to keep rescuers safe during the rescue itself.

The 45-member Essex County Technical Rescue Team represents 16 communities. The team is trained in rope rescues and working in confined spaces such as deep trenches at work sites. The Essex County Technical Rescue Team, funded by a grant from the Northeast region of the Department of Homeland Security, trains for confined space rescues, such as being in sewers and manholes where scarce oxygen can kill.

In addition to Beverly, participating communities include such towns as Wakefield, North Reading, Danvers, Reading, Middleton, Salem and Gloucester. The team employs the use of three specially designed trucks and three trailers filled with special apparatus to stabilize unsteady deep spaces. The team drills for 10 months during the year.



Marine 1 Construction 1

Grants

Under the direction of Deputy Chief Peter O'Connor the Department vigorously seeks out funding opportunities in an effort to provide the community with the best equipment for emergency mitigation and prevention. Each year the Department applies for funding from various sources with the most common being the Department of Homeland Security.

The Department's most significant grant awarded right now is to replace the Department's Rigid Hull Inflatable Fireboat, Fireboat 1. The Department secured a Recovery Act Port Security Grant in the amount of \$356,468 to purchase 30 ft. aluminum hulled vessel that will provide a platform for both firefighting and rescue operations. The vessel is currently in production by Almar / North River Boats in Roseburg OR. With an expected delivery date of mid September, the boat will be a first of its kind on the North Shore. The vessel will be a floating fire truck with capability of pumping 1250 gallons of water per minute at a fire scene or launching and recovering divers at a rescue / recovery scene. In addition to the award for the Fireboat, the Department was awarded \$129,475 in Recovery Act funds from the Massachusetts Executive Office of Public Safety and Security to add a firefighter and supplement some funds that were reduced from FY 2009 to FY 2010. That grant will end in February of 2011.

The Department also has \$810,000 in grant applications under review. Those grants include funds for an additional two firefighters through 2012, a new Engine to replace Engine 2 and a new batch of air cylinders for the Department's aging Self Contained Breathing Apparatus. The review process can take up to a year.

2009 ANNUAL RESPONSE DATA (JANUARY-DECEMBER)

TOTAL RUNS FOR 2009	4,471
Total Medical Calls	2,248
Line Box Response to Surrounding Communities	124
Line Box Response into Beverly	63
Mutual Aid Given	34
Mutual Aid Received	16
Building fires	22
Motor vehicle fires	17
Multiple Alarm fires	3

2010 fires from January 1, 2010 to July 31, 2010

WORKING FIRES ----- 4
(All units working or with additional companies)

2/22/2010 15 Bartlett St.
4/23/2010 399 Essex St. (Turtle Woods)
5/3/2010 132 Dodge St.
7/13/2010 51 Essex St.

MULTIPLE ALARMS ----- 5

1/20/2010 2nd Alarm 50 Folly Pond Rd.
4/8/2010 2nd Alarm 53 Matthies St.
5/17/2010 2nd Alarm 302 Manor Rd.
5/29/2010 2nd Alarm 128 Park St. (N.S. Volkswagen)
7/4/2010 5th Alarm 5 Mill St.

HUMAN RESOURCES DEPARTMENT

Director – Pauline Teixeira

The Human Resources Department is responsible for all personnel and employee-related functions and activities of the City of Beverly. We administer all benefits for both active city employees as well as, all city and school retirees. The department is staffed with a Director, Human Resources Administrator and a Workers' Compensation Benefits Coordinator. This year we attended workshops on Labor Relations, Personnel Law, Employee Discipline, National Health Care Reform, Retiree Reinsurance Program, Wellness seminar and COBRA regulation updates. Below is a sample of highlights from this past year.

Benefits

Our annual Benefits Fair was held on June 14, 2010 at the Senior Center. Representatives from the City's health, life, disability, dental insurance and deferred compensation companies were on site to answer questions and assist employees/retirees with their benefit options. Also in attendance were representatives from Social Security Administration, Veteran's Agent, Beverly Athletic Club, Salem Five Cent Savings Bank, North East Senior Health, Health and Education Services (EAP), Beverly Municipal Federal Credit Union, as well as, City of Beverly Health Department and Retirement Department. The Beverly YMCA donated program certificates and one-month memberships for door prizes.

Voluntary Dental Insurance – Altus is the current provider for both the active employees and retirees. The active plan had a favorable claims experience and came in below trend (7%-8%). In addition to the renewal rate of 4.5%, we were able to secure a rate cap for 2011 of 9%. The retiree benefit had heavy usage and the retirees benefited from an under priced plan. The retiree program merited a 45% rate increase. However, thru plan design adjustments and further negotiations the rate was reduced to an 18.5% increase

Group Life Insurance – The current provider has a guaranteed rate until September of 2011. As was communicated previously an enrollment was conducted in 2008 that increased participation among the active employees. This has stabilized the claims experience

Long Term Disability - This year we moved the coverage from AIG to Assurant. There were several advantages to the city and it's employees in this change. The rates were reduced in most age categories in excess of 50 %. Assurant also offered "Guaranteed Issue", which means every employee could participate in the benefit regardless of any health condition they have suffered from. Participation in the plan increased markedly.

FSA – Flexible Spending Accounts continue to be a great tool for employees to save money on out-of-pocket medical expenses. These plans allow contributions to come directly out of their paychecks in a pre-tax format (exempt from Federal, State and Medicare taxes) essentially saving on taxes and increasing ones pay. The FSA Medical accounts include the use of a MasterCard debit card to facilitate paying for many expenses. Since the debit cards use, participation has grown and ease of use for the plans is enhanced. Open enrollment is held every November. The current plan has 100 participants.

Wellness - Working with Blue Cross Blue Shield of Massachusetts, the City completed its third year of wellness programming and is realizing measurable results. The annual wellness planning meeting was held and aggregate claims for lifestyle related diseases and conditions were reviewed. 15.5% of total claims dollars were spent on those potentially preventable diseases and conditions. A wellness calendar was developed building on past successes and incorporating new modalities.

The City launched two campaigns with the goal of reducing the high non-emergent ER use. Once again we used Televox automated health messaging to call all subscribers to educate them on the Blue Care Line (24-hour nurse line). Blue Cross Blue Shield of

Massachusetts followed up the call with a mailing of the Blue Care Line magnet and information to subscribers. There was a 72% increase in Blue Care Line utilization in the 6 months following the Televox Call. Also significant is that 3.6% of City of Beverly BCBSMA subscribers used the Blue Care Line this past year compared to <1% for BCBSMA subscribers across all accounts. The second campaign was to educate members about the CVS Minute Clinic that opened in Beverly. The Minute Clinic is staffed with Nurse Practitioners and is open 7 days a week with no appointment or referral needed. Employees pay an office visit copay, which is a significant savings to the employee and the City compared to an unnecessary ER claim. We sent an email to all employees with the Minute Clinic location, hours, and covered services.

We used Televox automated health messaging and mailing to subscribers to promote the Fitness and Weight Loss Benefit and continue to have excellent utilization of these benefits. In 2009, 171 employees used the Fitness Benefit, which is approximately 26% of subscribers. This compares very favorably to the BCBSMA Fitness Benefit utilization across all accounts of 8%. We are maintaining excellent utilization of the Weight Loss Benefit and offer Weight Watchers at Work where employees can use their Weight Loss Benefit to pay for the program. Our yearly promotion of these benefits has shown significant increases in utilization.

Walking programs continue to be popular among employees. We offered the Walk 25 Miles in 30 Days program in the spring and the Go Walking program in the fall and distributed 150 pedometers for the Go Walking program. We continue to promote a culture of wellness by distributing the Mayo Clinic newsletter to employees. We also send the monthly American Cancer Society Healthy Living E-Newsletter and the Monthly Health Link email to all employees electronically.

The City continues to show an aggressive commitment to wellness as evidenced by the increased utilization of wellness benefits and increased participation in programs. In our partnership with Blue Cross Blue Shield of Massachusetts, we will expand our programs to give employees the tools they need to make healthy lifestyle choices and be more informed health care consumers.

In March, the City of Beverly was one of 5 municipalities to receive the Blue Cross Blue Shield, Municipal Innovations Award for our achievements in improving employee health and wellness.

In October we offered a free lunch seminar through the Center for Living Education. The seminar was titled "Lunch with the Expert". The Center employed a medical professional who gave a presentation on how to incorporate a healthy diet into our lives. 25 employees attended the seminar.

In an effort to help keep city employees and citizens healthy throughout the flu season, we distributed 25 containers of hand sanitizer and 24 tubs of disinfectant wipes throughout City Hall.

Employment

The Human Resources department has worked along with Public Services, Fire Department, Executive Office, and Library and hired 11 full-time employees as well as,

filling a number of part-time and seasonal positions. This process includes posting job openings, job advertising, interviewing, reference and background checking, pre-employment physicals/drug testing and processing necessary new hire paperwork as well as, benefits enrollment.

The Human Resources Department has been working along with the North Shore Workforce Investment Board to promote the First Jobs program. This is a grant funded program which helps employers provide quality summer employment opportunities for North Shore teens and encourages them to learn leadership and other related qualifications that will prepare them for successful adult work life. The City was awarded a grant to hire 5 teens for the summer. These youths are working in the City Clerk's office, Engineering and the Recreation department. Funding for these positions is reimbursed at 100% to the city.

This year we applied, and were approved for, Seasonal Employer Certification with the Division of Unemployment Assistance for seasonal positions in our Recreation and Public Services department. Seasonal wages cannot be used to establish an Unemployment Insurance benefit claim.

In coordination with the School department, we generate a School System Staffing Report based on payroll information, which is produced twice a year. This allows us a series of reference points from which to measure staffing levels.

We completed union negotiations with eight (8) city unions this past year. All of these contracts had expired June 30, 2008.

There are currently 6 open workers compensation cases. We continue to educate employees on the importance of prompt reporting of injuries. We obtain prior approval of treatments through Utilization Review, and process all eligible medical claim payments at Department of Industrial Accidents (DIA) rates. Our Workers' Compensation Benefits Coordinator position has been cut from full-time to part-time. We are currently researching the benefits and cost savings of obtaining a Third Party Administrator to process our Workers' Compensation claims.

Employee Training – Ethics Reform Law, Mandatory Training and Education Requirements – The Human Resources Director was designated the Liaison to State Ethics Commission on January 21, 2010 and the Human Resources department took on the responsibility of complying with this law. All municipal employees were given an acknowledgment of receipt. Summaries of Conflict of Interest Law will be given to all new hires and all employees will receive a summary on an annual basis.

Municipal employees must complete an online mandatory training program. All required employees took the training course and will be instructed to complete training every two years. All new hires complete training at initial hire. All acknowledgments and certificates of completion must be filed in the City Clerk's office. All departments were very helpful in working with us to comply with this law. Summary of Conflict of Interest Law and all employees were to sign a written

A City employee requested CPR training for this year. We contacted the Fire department who set up classes and trained 12 employees from different departments. We will continue to work with the Fire department to offer training for all municipal employees.

Community Outreach

The Human Resources department helped to communicate to all employees, the Senator Fred Berry Leadership Challenge Food Drive. The City of Beverly Municipal employees accepted the challenge and made this a great success. Recycle toters were brought to all city department locations. Twelve large 65-gallon toters were filled with food and personal items. All these items, along with \$690 cash were donated to Beverly Bootstraps.

MUNICIPAL FINANCE DEPARTMENT

Director/Treasurer – John Dunn

The Department of Municipal Finance is responsible for all financial, accounting and purchasing activities in the City of Beverly. Many of these activities are prescribed by Massachusetts General Laws to insure the fair assessment and collection of revenues, the proper disbursement of funds to meet approved expenditures and that goods and services are procured according to best business practices. In addition these activities are further guided by the City Charter and Ordinances and sound financial and accounting business practices to meet the needs of the community. The Department of Municipal Finance also includes responsibility for Management Information Systems.

In general, the Department of Municipal Finance is responsible for the following:

- Coordination of all financial services and activities of City government
- Maintenance of all accounting records and other financial statements for all offices and agencies of City government
- Budget preparation, presentation and monitoring
- The payment of all financial obligations of the City
- The receipt of all funds due to the City from all sources
- Maintenance of all property valuation records
- The purchase of goods and services through open, fair competition at a reasonable cost
- Maintenance of contractual relationships for the acquisition of goods and services
- Rendering advice, assistance and guidance to all other City offices and agencies
- The preservation of financial records as required by law

The Department is organized into six functional areas under the control and supervision of the Director of Municipal Finance. Those functions with their general duties are as follows:

Accounting Office

City Accountant – Carol Augulewicz

The Accounting Office is headed by the City Accountant and is responsible for:

- Maintenance of the general ledger and all accounting records of the City across 450+ City funds
- Annual operating budget preparation and ongoing compliance
- The preparation of all payrolls (City, School and Retirees) for approximately 2100 current and former employees and maintenance of all withholding records
- Coordination and preparation of warrants for the payment of all bills for all City funds
- Internal auditing of all records and offices of the City
- Reconciliation of all balance sheet accounts including cash accounts on a regular basis
- External reporting as required by the Federal and State governments and their agencies
- Preparation of the Tax Recapitulation Submittal for the tax rate setting process
- Certification of Free Cash
- Maintenance of Fixed Asset Schedules

Management Information Systems

Director – Russ Fisk

The Department of Municipal Finance administers the Management Information Systems Office. The Manager and Systems Administrator plan, install and support a variety of hardware and software services:

- The MUNIS financial software for 100+ users needing access for payroll, accounts payable, accounts receivable, utility billing, and financial reporting
- General use software for word processing, spread sheets, e-mail, internet access and connectivity
- Connectivity with and between municipal offices throughout the City including the schools, police, fire, library, senior center, harbormaster, airport and recreation
- Specialty software used by various departments for assessing, parking tickets, document management and public safety communications
- Network hardware and software for all departments
- Service, upgrade and repair all PC's, servers, printers and networking hardware
- Insure the integrity of all data through the administration of user permission levels and access, firewalls and proper systems backup
- Telephone communications throughout City buildings and departments including wire and wireless systems

City Collector

City Collector – Kathleen Killeen Robblee

Under the management of the City Collector the office is generally responsible for the billing, collection and posting of all amounts due to the City.

Responsibilities include:

- Quarterly collection of property taxes on almost 12,000 real property accounts and 1,000 personal property accounts
- Billing and collecting in excess of 45,000 motor vehicle excise accounts
- Billing and collection of 10,000 utility accounts
- Reconcile all accounts receivable with the Accounting Office
- Parking Ticket record keeping and receipts
- Billing and collection of 10,000 trash fee accounts

Treasury

Treasurer – John Dunn

Under the management of the City Treasurer, the treasury is charged with the safekeeping and investment of all assets of the City and the management of the risk associated with the preservation of those assets:

- Receipt of all departmental monies for user fees, permits and licenses
- Printing and disbursement of payroll and accounts payable checks
- Withholding tax payment, reporting and the production (with the Accounting Office) of W-2's and 1099's
- Bank and cash reconciliations
- Collection of Tax Title accounts
- Treasury management including the investment of City funds, debt issuance and management

Assessing Office

Chief Assessor – Frank Golden

The Assessing Office is managed by the Chief Assessor who also serves as the Chair of the three-member Board of Assessors. This Office has as its primary duty the assignment of property value to all property owners in the City according to the requirements of Massachusetts General Laws.

Responsibilities include:

- Establishing the fair market value of all property (12,000 real estate parcels and 1,000 personal property accounts) in the City and notification of such value to all owners of such property as of January 1 of each year
- Maintaining records substantiating all assessments made
- Preparing and issuing commitments for the collection of property taxes and motor vehicle and boat excises to the City Collector

- Acting on all abatement and exemption applications filed and representing the City in proceedings before the Appellate Tax Board
- Reviewing all building permits to determine impact on valuation of property.
- Conduct triennial revaluations in conformance with Department of Revenue standards.

Procurement and Contract Administration

Purchasing Agent – David Gelineau

This office is responsible for procurement and contract administration for all City departments, funds and agencies including the School Department.

Responsibilities include:

- Monitors that City purchases are made in conformance with the various relevant Massachusetts General Laws including Chapter 30B - Uniform Procurement Act, Chapter 7 - Procurement of Design Services, Chapter 149 – Public Works Construction Projects and Chapter 30, Section 39M – Non-Public Works construction Projects
- Review and approval of purchase orders
- Draft and secure new and renewal contracts for goods and services
- Prepares all Invitations to Bid and Requests for Proposals for purchases of supplies and services exceeding \$25,000, including the development of specifications and the awarding of the contract
- Is responsible for the disposition of all City surplus property
- Responsible for the purchase and management of postage and office supplies for all City Departments
- Oversight of Bid Bonds, Performance Bonds, Payment Bonds and Certificates of Insurance for all bids and contracts

Fiscal 2010 Accomplishments

- The Assessors reported new property value growth of \$964,222 for Fiscal 2010. Of this total, \$286,738 was attributable to residential property and \$677,484 was from commercial, industrial and personal property
- Completed the Fiscal 2009 annual audit by October 2009
- Reviewed and approved 2058 purchase orders
- Drafted and secured 21 new contracts for services and renewed 17 ongoing contracts.
- Issued a Request for Proposals and awarded a five year contract to Golf Facilities Management, Inc. for the management of the Beverly Golf & Tennis Club. Also bid and constructed a new golf cart storage building on the grounds.
- Continued administration of contractors and subcontractors on the \$80.8 million Beverly High School renovation and reconstruction project and made payments totaling \$43.4 million to such contractors and subcontractors.
- Issued \$25.54 million in new General Obligation permanent debt, including \$20.0 million of the High School project, at an interest rate of 3.9% and a term of twenty-five years.

- Refunded \$12.2 million in outstanding permanent debt resulting in an interest savings of almost \$2.4 million through Fiscal 2021 without extending the maturity date.
- Collected \$755,500 in tax lien receivables and interest.
- Completed contract documents with the Commonwealth's Executive Office of Administration and Finance for a \$2.5 million grant to make Harbor improvements. Issued bid documents and are in the process of contract administration for the demolition of the existing seawall, construction of a new seawall and installation of new concrete floats as funded by the grant.
- Certified just over \$1.0 million in General Fund free cash.

Fiscal 2011 Goals

- Complete the Fiscal 2010 annual audit by the end of October 2010.
- Revise and update the content and presentation of the City's website.
- Fully implement GEO-TMS or competing software that will allow the departments of Municipal Inspection, Planning, Engineering, Fire and Health to track all building related permits and inspections on a centralized database.
- With the Solicitors' office, continue to increase the pace of tax title collections.
- Continue to pursue alternatives/modifications to the current health insurance language in the labor contracts to achieve cost savings.
- Complete the triennial Real and Personal property tax revaluation by mid November 2010 to facilitate the setting of the tax rate in early December 2010.
- Issue the second round of High School construction debt, approximately \$10.0 million, at the appropriate time to take advantage of the current low interest rate environment.

MUNICIPAL INSPECTIONS DEPARTMENT

Director – Steven R. Frederickson, P.E.

The Municipal Inspections Department enforces the State Building Code, Uniform State Plumbing and Gas Code, State Mechanical Code, State Electrical Code, Architectural Access Board Regulations, and Beverly Zoning Ordinances. This involves plan review, permit issuance, and inspection of all building, electrical, plumbing, gas, and mechanical construction in the city, including new structures, additions, alterations, and repairs.

In addition to inspections of new construction, the department is responsible for inspecting and issuing Certificates of Inspection for all existing places of assembly (theaters, religious institutes, schools, nightclubs, restaurants, recreational facilities, public and semi-public pools, bleachers), educational uses (colleges, schools, day care centers), and all residential uses other than one and two-family dwellings (multi-family dwellings, hotels, motels, group dwellings). The department also serves to coordinate inspections of properties by various municipal departments.

The department is also responsible for enforcing the Commonwealth of Massachusetts Architectural Access Board Regulations involving handicapped accessibility to buildings.

The Sealer of Weights and Measures reports to the Director. The sealer determines the accuracy of all weights and measuring devices in commercial and public use within the city.

The Director/Building Commissioner is appointed by and reports to the Mayor. In addition to the full-time Director, staffing consists of a full-time Building Inspector, two part-time Building Inspectors, a full-time Plumbing/Gas Inspector, a full-time City Electrician/Inspector of Wires, a full-time Electrical Inspector, a part-time Sealer of Weights and Measures and three full-time Clerks.

Highlights:

- Permit activity was up in FY10. The Building Department issued 1162 building permits (up from 998 in FY09), generating \$1,088,615 in permit fees (up significantly from \$521,353 in FY09).
- The department continued its program to inspect all multi-family dwellings in the city, as required by the State Building Code. In addition to annual inspections of places of assembly (schools, restaurants, churches, etc.), 760 multi-family dwellings are required to be inspected every five years to determine that they are being maintained in a safe condition.
- The Plumbing/Gas Inspector issued 1,365 permits, generating \$66,800 in permit fees.
- The Inspector of Wires issued 821 permits, generating \$134,017 in permit fees.
- Projects of note for FY 2010 include ongoing construction and partial occupancy of the high school, completion of a new CVS at the corner of Rantoul and Elliot Streets, completion of a new gymnasium for Landmark School on Hale Street, continued construction of new dwellings at Chapman's Corner, and the start of construction of the Mayflower Inn on Cabot Street, a new dormitory at Endicott College, an addition for the Beverly School for the Deaf, and a new retirement community at the corner of Conant Street and Cherry Hill Drive.
- The installation of a new computer-based permit tracking system and renovations to the document storage room are ongoing, which will increase customer service and increase the efficiency of the department. All building, electrical and plumbing/gas permits are now available for viewing on-line via the city's web site.
- A new, greatly revised and updated edition of the State Building Code (8th Edition) will become effective in August of 2010. Inspectors have been attending training and have been educating contractors about the new requirements.

As part of its ongoing management efforts, the department will be continually reviewing its staffing levels, personnel training, permit application and review processes, web-based services, and document storage systems, with the goal of providing a more streamlined, customer-friendly and efficient department.

City Electrician -William Ambrefe

The Electrical Department has completed or continues to work on the following:

- Worked with CVS regarding traffic control, certificate of occupancy and lighting.
- Working on lighting design for RT-1A reconstruction.
- Completed a survey of School security and parking lot lighting.
- Responded to Mill Street fire incident.
- Installed dynamic speed sign on McKay Street.
- Consulted during the Herrick Street intersection redesign.
- Installed additional radio alarm receiving equipment.
- Completed 9 double pole removals.
- Assisted with the Parking Lots RFP.
- Conducted nearly 2500 inspections.
- Repaired windstorm damage to intersection assets.
- Responded to 8 traffic accidents involving Electrical Department equipment.
- Acquired surplus Dodge 2001 van for use as a service vehicle.
- Attend Beverly High School inspections and meetings.
- New City website design.
- Coordinating for Regional Emergency Communications Center.
- Installing first section of city owned fiber optic cable.
- Investigating radio voice alarms at three fire stations.
- Applied for FEMA assistance regarding storm damage.
- Participating in the Glover Wharf project.
- Completed 7 pole transfers.
- Repaired several wired fire alarm circuit troubles.
- Inspected all overhead traffic signal safety chains.

PLANNING AND DEVELOPMENT DEPARTMENT

Director - Tina P. Cassidy

Assistant Director – Leah Zambernardi

Community Development Manager – Bill O’Hare

The Department of Planning and Development is responsible for coordinating all of the planning and development-related activities of the City including land use and master planning, economic development, open space conservation and historic preservation. The Department oversees the work of the Conservation Commission, Design Review Board, Economic and Community Development Council, Historic District Commission,

Open Space and Recreation Committee, Parking and Traffic Commission and Planning Board.

The Department also includes the Community Development Office which administers grant funds for housing rehabilitation, de-leading projects, and first time homebuyer assistance, among others.

The Department periodically conducts studies of planning and zoning related issues and proposes plans and zoning amendments on a regular basis. It prepares planning and development-related grant applications on the City's behalf and represents Beverly on regional planning and local organizations such as the Metropolitan Area Planning Council, Beverly Main Streets and the Beverly Affordable Housing Coalition.

The Planning and Development Department consists of the Planning Division, Community Development Office, and the Beverly Airport.

PLANNING DIVISION

The Planning Division of the Department provided administrative and technical staff support to a number of boards and commissions during the fiscal year, in addition to assisting the public with questions regarding zoning and development issues. The department also undertook a number of planning-related initiatives over the course of the twelve-month period.

BOARDS AND COMMISSIONS

The department provided staff support to the following boards and commissions:

Planning Board

The Board conducted seventeen (17) meetings during the fiscal year including eleven (11) regular meetings, one (1) joint public hearing with the City Council, two (2) site visits and three (3) special meetings. The Board reviewed ten (10) ANR (subdivision approval not required) plans, one (1) site plan, five (5) site plan review modifications, four (4) special permits and three (3) special permit extension requests, and two (2) Open Space Residential Design Site Plans/subdivision plans. The Board spent time monitoring and administering previously permitted projects currently under construction. During the year, the Board also sponsored an amendment to the Zoning Ordinance (To Residential Reuse of Existing and Former Public Buildings) which was adopted by the City.

Board of Appeals (ZBA)

The department provided partial staff support to the ZBA by coordinating the drafting and filing of all decisions. The Board met a total of thirteen (13) times during the Fiscal Year with eleven (11) regular meetings and two (2) special meetings. The Board processed a total of sixty-seven (67) applications including twenty-one (21) variances, two (2) special permits, thirty (30) Section 6 Findings in accordance with the provisions of M.G.L. Chapter 40A, Section 6. The Board approved five (5) modifications to previously-approved variances and two (2) temporary conditional permits for accessory apartments. Of the 67 applications, seven (7) were withdrawn, two (2) were denied, and

the balance were granted. The Board also processed four (4) appeals of decisions by the Building Commissioner; the Commissioner was upheld in each instance.

For the first time in a number of years the volume of applications filed with the Board annually remained constant. There were 67 applications made to the Board in both FY09 and FY10. In the years prior to FY09 the Board had a significant increase in the number of applications it processed. There were 27 filings in FY05, 28 filings in FY06, 32 in FY07, and 56 in FY08.

Economic and Community Development Council (ECDC)

The Council met quarterly during the fiscal year on economic development matters City-wide. During that time it forged a partnership with the North Shore Alliance for Economic Development (“the Alliance”) and the Metropolitan Area Planning Council (MAPC) to study the future development potential of the Brimbal Ave./Sohier Rd./Dunham Road area and to gauge its impacts. The Council created the work plan for the Alliance’s portion of the study and the overall time line for completion of the project.

In addition, the Council advocated for an overhaul of the City’s web site to update it, broaden the scope of readily-accessible information, and make it more user-friendly. The Chamber of Commerce donated six weeks of its staff’s time and that of an Endicott College intern to this effort. It provided suggested templates for both the City’s web site and a revamped ECDC web page in electronic format. The Council reviewed various planning, economic development and construction projects by way of quarterly updates from the City Planner.

Parking and Traffic Commission

The Commission met monthly and conducted occasional site visits as needed on certain issues. Its work consisted of studying and making recommendations on a number of parking and traffic-related issues. It reviewed and formulated recommendations for the Planning Board on every site plan review application and made recommendations to the City Council on dozens of various parking- and traffic-related Ordinance changes across the City. It provided cost estimates for a number of parking and traffic studies that were being contemplated as well as construction cost estimates for infrastructure improvements. The Commission also appeared before the City Council in April to update Councilors and the public about the Commission’s work and to discuss ways the Commission can best serve the City on matters related to traffic, parking, and circulation.

Design Review Board

The Board met eleven (11) times during fiscal year 2010. During these meetings, the Board processed thirty (30) sign applications (all were either approved as designed or approved with modifications suggested by the Board); they also provided recommendations to the City Council on three (3) sandwich board sign applications. The Board made recommendations to the Planning Board on three (3) site plan review applications and one (1) Open Space Residential Design (OSRD) site plan. The Board continues to administer the amended sign ordinance, and continues to address sign violations and other sign-related issues throughout the City with the Building Commissioner.

Historic District Commission

The five-member Commission met twice during fiscal year 2010. The Commission approved one (1) application for a Certificate of Appropriateness and two (2) Certificates of Non-Applicability for projects in the City's Fish Flake Hill Historic District. This year, the Commission also received eight (8) requests for demolition permits as required by the City's Demolition Delay Ordinance. None of these requests required public hearings and all were granted. Since the adoption of the demolition delay ordinance in 1991, in total, the demolition of eighteen (18) properties has been delayed. Of those eighteen (18) properties, eight (8) have not been demolished, and three (3) others have undergone major restoration and renovation. Eight (8) of the eighteen properties were demolished and one (1) was moved.

Conservation Commission

The Conservation Commission is a seven member volunteer board and is charged with administering and enforcing the State Wetlands Protection Act and Regulations as well as the Beverly Wetlands Protection Ordinance and Regulations in reviewing and permitting activities within and adjacent to wetland resource areas.

The Commission conducted fifteen (15) regular meetings and held twenty-nine (29) site inspections at various properties throughout the City during the fiscal year accounting for over 65 hours of meeting time or an aggregate of over 350 hours of volunteer time served by the members of the Commission. The Commission processed eleven (11) Determinations of Applicability, thirty-two (32) Notices of Intent, six (6) Orders of Resource Area Delineation, six (6) requests for Amendments/Modifications to existing Orders of Conditions, and six (6) requests for Extension Permits to existing Order of Conditions for projects across the City. The Commission processed fourteen (14) Certificates of Compliance, and six (6) Cease and Desist Orders.

The Commission conducted reviews and provided comments on various applications submitted to the Planning Board, including two (2) Open Space Residential Design Site Plan applications for residential subdivisions in the City. The Commission also worked closely with a local land trust in finalizing a Conservation Restriction that will permanently protect 6 acres of land located in a new subdivision in Beverly.

Commission members and staff attended various workshops and conferences throughout the fiscal year, which provided educational and technical training opportunities for administering and enforcing the Act and Regulations.

Open Space and Recreation Committee

The Committee held eleven (11) meetings during the fiscal year to continually plan and develop open space and recreational amenities across the City. The Committee held one (1) site visit to visit and walk the trails on various open spaces in the City. The Committee's main focus during the fiscal year was to implement the City's Open Space & Recreation Plan (Plan). A current Plan is essential to continued eligibility for State Self Help and Urban Self Help grants to purchase open space and fund trail and facility enhancements and the like. This year the Massachusetts Division of Conservation Services gave cities and towns the opportunity to expand their action plans and extend the

validity of their Plans for an additional 2 years. The Committee developed additional open space and recreation goals and objectives to fulfill this requirement thereby making the Open Space and Recreation Plan a 7-year planning document.

The Committee continued to review applications filed with the Planning Board, Zoning Board of Appeals, and Conservation Commission for consistency with the Open Space Action Plan and suggested ways to preserve and/or improve access to open space and trail networks. The Committee conducted review and provided comments to the Planning Board on two (2) new Open Space Residential Design Site Plans for residential subdivisions in Beverly. The Committee invited several guest speakers come to its meetings throughout the year to discuss various topics related to open space preservation and recreation resource development. The Committee hosted an informational meeting to discuss the possibility of organizing a campaign to add the Community Preservation Act to an upcoming ballot election. Various stakeholders were invited to this meeting, which led to a follow up meeting scheduled for later this summer.

In celebration of Earth Day 2010, the Committee coordinated and hosted the fifth annual Earth Day Nature Walk series. Local naturalists, historians and outdoor enthusiasts led natural history walks at several different properties throughout the City on weekends during the months of April and May. These Earth Day nature walks continue to be an enormous success, resulting in impressive attendance at each event. Participants, both young and old, warmly received the opportunities for guided tours of properties that some have never been to, as well as to learn about Beverly's local ecology. The Committee looks forward to organizing the event in years to come.

Other highlights of the Planning Division's efforts during the fiscal year included:

- Representation on the Beverly Main Streets Board of Directors and its Economic Restructuring and Design Committees.
- Representation on the Beverly Affordable Housing Coalition and participation in that board's activities and initiatives.
- Representation on the Metropolitan Area Planning Council's Executive Committee, North Shore Task Force and Regional Adjudicatory Board.
- Daily interaction with the public, City staff, appointed and elected officials responding to planning, zoning, and development related inquiries.
- Drafting and presentation of various zoning amendments before the City Council and Planning Board.
- Submission of a successful District Local Technical Assistance grant from MAPC to study the development potential of the Brimbal Ave./Sohier Rd./Tozer Rd. area.
- Preparation of numerous grant applications, including a successful \$100,000 grant application to refurbish the club house at the Beverly Golf and Tennis Club facility, a \$10,000 grant to create a signage master plan for the downtown and one that added 60 bike racks to various public spaces and downtown streetscapes.
- Collaboration with Beverly Main Streets on the Façade Improvement Program that provided funds to rehabilitate five downtown commercial facades.
- Provided assistance to the MBTA which identified and acquired a location for a new 500+ space commuter parking garage near the Beverly Depot.

COMMUNITY DEVELOPMENT DIVISION

Facade Improvement Program

The Office allocated \$25,000 to assist business owners interested in improving building exteriors consistent with the City's design standards. Approved projects were eligible for up to \$5,000 in grant assistance as well as bank loans favorably priced for the program. Improvements included new signage, awnings, window replacement and exterior repairs. Grants were awarded to Chianti Café, CCI Reprographics, Cassis Bakery and A New Leaf (jointly), Todd's Sporting Goods, and Ward's Florist and Greenhouse.

North Shore Home Consortium

The HUD HOME program aims to assist low and moderate-income households obtain decent, affordable housing. Funding is received through the North Shore HOME Consortium. During the past year \$100,000 was provided to Harborlight Community Partners to assist in the purchase and rehabilitation of the Cotton Mill Limited Equity Cooperative – four units in two properties – on Dodge Street. Another \$181,360 has been committed to Harborlight Community Partners for renovation of five apartments on Chas and Union Streets. Finally, \$110,000 was committed to the Beverly Housing Authority for the construction of four two-bedroom townhouse units to be housed in two buildings on Essex Street (near its intersection with Spring Street)

Mass Housing “Get The Lead Out” Program

The City continues to act as escrow agent for this Mass Housing program that provides homeowners and investors with funds to remove lead paint from properties occupied by children under the age of six.

Massachusetts Housing Partnership (MHP) and Mass Housing (MHFA) Soft Second Mortgage Programs

These programs provide second mortgage financing that subsidizes the overall mortgage loan costs normally incurred by first-time homebuyers. The Office explains the programs to income-eligible households and refers them to local banks that handle program administration for MHP and MHFA.

AIRPORT 2010

Beverly Airport Commission –

Paul A. Vitale, Chairman

Airport Manager – Robert Mezzetti

Airport Commission – The Beverly Airport Commission, Airport Manager, and Staff continue to strive to improve the airport and to make the Airport as self-sustaining as possible despite the poor economy. The Airport continues to provide an economic benefit to the Community of approximately \$14,000,000.00 per year.

The Airport Commission met for twelve (12) regular meetings and three (3) sub-committee meetings during the year. Activities included the following:

Safety and Security – Removed 99% of tree obstructions from the end of Runway 16 that were penetrating the approach slope and that also needed to be removed for a FAA Wide Area Augmentation System (WAAS). The remaining two trees are being taken by eminent domain. Implemented new FAA runway condition reporting procedures, renewed airport wildlife depredation permits, increased the number of authorized hunters in order to thin the deer population on airport land, conducted several safety and security meetings with airport tenants and users.

Capital Projects – Reconstructed Taxiway “F” under the President’s Economic Stimulus Project, 95% completion of the Airport Layout Plan Update (ALPU) project and completed the Runway 16 crack repair project.

Environmental – Received and responded to six (6) airport noise complaints (Beverly – 4, Danvers – 1, Wenham – 1), reviewed environmental assessment and reviewed plans for the Aero Manufacturing Company new addition on Sam Fonzo Road, and renewed the Airport’s storm water run-off multi sector permit.

Public Relations – Presented the annual Beverly Municipal Airport activities report to the Town of Danvers Selectmen.

Aircraft Operations – Calendar year 2009 aircraft takeoffs and landings was 57,580.

Hangar Development – Two (2) private aircraft hangars were built, one was 106’ x 70’ and the other was 60’ x 50’.

Lease Approvals – Approved one private aircraft hangar lease (Cape Ann Hangar Associates, LLC and one lease transfer (CG Leasing to Cummings Cove Air LLC).

Maintenance – Airport maintenance included airside and landside mowing, snow removal, fence and gate repairs, airfield lighting repair, vehicle and equipment repair and maintenance, wildlife management, weed control, pavement repair and sign installations and painted the west side parking lot.

Miscellaneous – Collected \$17,264.00 in commercial aircraft landing fees, acquired a 4 wheel drive all terrain vehicle, shot aviation scenes for the movie “Furry Vengeance”, conducted a rate and charges review, had one retirement (position not filled), and eliminated one part time clerical position.

BEVERLY POLICE DEPARTMENT

Police Chief Mark Ray

See Attached Appendix

ANIMAL SERVICES DEPARTMENT

James A Lindley, Animal Services Officer, Animal Health Inspector
John Manganaro, Assistant Animal Services Officer

6,605-Miles patrolled/Driven
1445 Phone Calls Received
20 Cats Impounded
24 Dogs Impounded

Field Operations Summary

227 Complaints
59 Warning Letters Sent
39 Bite Reports
62 Enforcements Issued
23 Correction Notices Sent
2 Patrols Requested

Enforcement Detail Count

40 Citations Issue
2 Order to Muzzle/Restrain
3 Other Action Required
4 Verbal Warning Given
11 Written Warnings

Complaint Detail Count

12 Loose licensed dogs impounded
11 Impounded confined strays
3 Animal bits
18 Animals running at large
1 Dead animal at address
15 Barking dogs
1 Unlicensed pet
2 Vicious animal
1 Injured domestic pet
11 See complaint
2 Rabies suspect
1 Too many animals at address
1 Sick domestic pet
7 Animal abuse/neglect
3 Injured wildlife
1 Nuisance wildlife
1 Dog fight
2 Unspecified activity

\$168 Misc. Revenue Collected

\$615 Impound Fees Collected
\$1,235 Fines Collected

Animal Health Inspector Report

21 Bites to humans = 1 exposure to bat 19 dog bites 1 cat bite
5 Bites – dog to dog
16 Ten day quarantines
19 Forty-five day quarantines
6 Six month quarantines
8 Barn/stable inspections
1 Quarantine for sick animals
9 Animals submitted for rabies testing (all testing NEGATIVE)

HARBORMASTER

Harbormaster - Daniel G. McPherson

Deputy Harbormaster - Michael R. Henebury

Assistant Harbormasters - Ten part-time seasonal employees

The Beverly Harbor Department consists of two full-time employees and ten part time seasonal employees. Beverly harbor is active year round with diverse marine related activities. Commercial fishing still plays a vital role in the harbor and local community. Nearly one thousand recreational boaters enjoy Beverly as their hailing port each year. Beverly Harbor offers a variety of services including transient services for domestic and foreign flagged vessels, pump-out facilities, transient moorings, rental slips, fuel and marine store services, hauling capabilities and various marine related services.

The Beverly Harbormaster's Department oversees 12.5 miles of coastline, including waters in the Danvers and Bass Rivers. These waters also include the water surrounding Great Misery Island, Little Misery Island, and Bakers Island. The Harbormaster's area of response extends off shore past these islands and within the local harbor and rivers. The Harbormaster handles all permits for vessels moored in city waters, tied at slips or seasonally rack stored on waterfront property with launching capacity. Harbor and mooring regulations were created to ensure safe navigation within the community waterways. The Harbormaster's Department also inspects private mooring systems to ensure issuance of and compliance with terms of city mooring permits. These regulation manuals are available at the Harbormaster's office. Specific objectives of the harbormaster department are to maintain a physical presence by patrolling the harbor and waterfront areas. The Beverly Harbormaster's Department works to keep Beverly Harbor safe, by enforcing local and state boating laws and safety regulations. Harbormasters are also responsible for coordinating and assisting in medical aid, water rescues, and emergency evacuations. Members of the harbormaster department maintain certification in first responder and CPR as required in Chapter 111, Section 201 of Massachusetts General Laws in addition to other law enforcement and marine related skills.

Harbormasters are the municipal guardians of the waterfront, with duties including harbor management, mooring management, public education, and enforcement of state laws,

statutes, regulations and emergency search and rescue operations. In such a wide range of duties, they must work closely with other departments in their community including Beverly Fire, Beverly Police, Civil Defense, Homeland Security as well as the Massachusetts Environmental Police and the United States Coast Guard.

In this past year the Harbormaster department has responded to over 300 calls for service and over 100 incidents ranging from medical assistance to an overturned vessel with 5 people in the water. The Harbormaster department provides assistance year round to commercial vessels as well as the many pleasure boats that use and enjoy Beverly waters throughout the year.

Community events created and sponsored by this department include Santa's arrival to the Harbor Center via lobster boat and the Annual Homecoming Lobster Boat Races. The Harbormaster department also provides safety and security zones for permitted marine events including 4th of July and Homecoming fireworks displays. The community outreach of this department is to also provide boat safety education courses each spring in conjunction with the Massachusetts Environmental Police at the Jubilee Yacht club for the public free of charge.

To date, this department has collected over \$95,000 in mooring/slip permits for over 700 boats. The Harbormaster has also recently taken over the billing and administrative functions for the Beverly Harbor Authority and has collected over \$75,000 in recreational and commercial lease activity to date.

DEPARTMENT OF PUBLIC SERVICES

Michael P. Collins, P.E.

Commissioner of Public Services and Engineering

The 2010 fiscal year was one of major changes for the Department. During the year we took on additional responsibilities to oversee construction and maintenance at the City's commercial and recreational marinas. We also completed the process of consolidating the maintenance function of the school buildings and grounds with the City side services. To that end, we will now have a new division dedicated to the operation and maintenance of the School Districts buildings and grounds.

We welcome these new challenges as we see in them opportunity for improved service and efficiency of operation that we believe will result in dollars saved and our most valuable assets being well protected.

Over the next year we will continue to lobby for additional funds for replacement of our aging fleet. We will also complete a master planning process for the DPS facility that will guide us when we are able to fund the replacement of our aging and poorly functioning site which was originally developed when the primary mode of power for the DPW was horses.

We are also completing a paving master plan that will assist us and inform us as we reconstruct our network of approximately 160 miles of roadway. Due to recent increases in the price of materials for paving, we are in a position where we are not able to keep up

with the demand for road paving with the current budget. Additional sources of revenue must be committed to the cause or we will not be able to keep our roads in a safe condition. This is one of our most basic services and should be one of our highest priorities.

There is much to do in the coming year but we have accomplished a lot in the past year. Below are some of the highlights for the fiscal year 2010.

WATER DIVISION

The Division Foreman is Mr. James Turcotte. He is assisted by, among others, Mr. Mark Theriault. Currently we have six (6) water division employees that oversee the operation and maintenance of the roughly 160 miles of water main and some 11,400-service connections. Additionally, we have a three-person crew that is responsible for the operation and maintenance of our main water pumping station and our 30 other drainage and sewage pumping stations.

Our yearly hydrant-flushing program is currently on schedule with more than half of Beverly having been completed. There are over 1400 hydrants that receive an extensive annual inspection that allows us to identify problems with the hydrant so we can take appropriate action on replacing or repairing.

The Department has built and maintains the irrigation supplies and bubblers in the City's 22 parks and ball fields along with the water systems within the cemeteries. This includes winterizing the parks and cemeteries and again in the spring energizing them for use.

During the year we located and repaired 22 leaks during our annual leak detection program. In all we repaired 59 leaks of varying severity.

A total of 100 hydrants were repaired or replaced and 4 new hydrants were added to the system.

We continue to build our GIS system which accurately tracks all of our information such as location, size, type and age of water main. It is an invaluable tool.

Two important main replacement projects were completed this year. The old 4-inch main on Garden Street was replaced with an 8-inch main which allowed us to install a hydrant and eliminate a recurring problem with rusty water. We also completed installation of 800 feet of new 8-inch main on Preston Place. The new main replaced an ancient 4-inch pipe that prevented us from supplying adequate fire protection to the neighborhood. It is a great personal relief to have the project complete.

The Division also responds to hundreds of calls each year to assist plumbers and contractors or investigate low water pressure calls.

Our goal for the coming year is to continue replacing some of our aging mains and to start improvements to the system overall as outlined in our soon to be completed Master Plan.

FORESTRY AND GROUNDS DIVISION

The ultimate goal of the Forestry and Grounds Department is to continue to enhance and preserve the quality of life for the community of Beverly. During these challenging economic times, the department desires to be able to continue to provide the best service and workmanship possible. It is our belief that the City should continue to fund the reconstruction of parks as we have in the past. There are a number of projects that could be constructed that would further enhance our already beautiful park system.

The construction of at least one synthetic field in the City should be the highest priority. It was disappointing to not be able to include at least one field in the High School project but we should entertain the possibility of private funding for such a field. Having one synthetic field would allow safer play for a wider variety of sports without worrying about the weather.

The Parks department has successfully maintained the public grounds at existing budget levels. Crews continue to cut and clean all parks and athletic fields on a regularly scheduled basis. Each area benefits from the annual fertility program and where applicable, seeding, aeration and sodding are performed. An aggressive maintenance program ensures that the public grounds remain sustainable for years to come at a reduced cost to the City.

The goal of the Forestry department is to plant, protect and maintain all the public shade trees. Each employee in the department is certified and adheres to current standards. The department recognizes the importance of a stable and sustainable urban forest and strives to educate the public and preserve that valuable resource.

The Forestry staff is assigned to inspect and prune City trees daily. Maintenance to the trees is predominately in response to a resident request. These requests address individual site problems that include trimming, removal, and general information. Older trees are also routinely inspected and trimmed to ensure long-term health and safety of the trees. Hazard tree evaluations are also conducted on an ongoing basis. The underlying factor determining tree removal is the comparison between the benefits provided and the liability of the tree. All trees that are declared hazardous are promptly removed.

The department was challenged on two fronts during 2009. One arborist left the department to pursue other work opportunities leaving the department understaffed and unable to hire a replacement. The City was impacted by two extreme high wind events that drained department accounts in an attempt to remove all the debris.

The Forestry department plants new trees each year during the spring and summer months. Over one hundred trees are planted each year throughout the City. Most plantings are resident requests. My planting plan is to match individual tree species to the planting site. Planting the right tree in the right place will reduce future maintenance and removal costs while increasing the value and longevity of the tree. The department also utilizes funding from Chapter 90 to plant trees on newly paved streets.

The Arbor Day Foundation named Beverly Tree City USA for the eighth year. This recognition is to honor the city's commitment to tree care.

Parks and forestry personnel continue with ongoing work safety programs and attend various training and educational seminars which are required to maintain all certifications.

FLEET MANAGEMENT DIVISION

Mr. Frank Alleruzzo is the Division foreman and an ASE Certified Master Mechanic. He has a compliment of four well-trained mechanics that perform maintenance on all equipment in the City except fire trucks and school buses. The Fleet Maintenance Division is also responsible for the fuel depot which services all of the city's vehicles and roughly thirty (30) emergency generators throughout the city. These tasks require keeping track of maintenance intervals on hundreds of pieces of equipment from the most basic jackhammer to the newest police cruisers. It is these employees that must fix and rebuild, which includes bodywork and paint, to our aging fleet which keeps the rest of the organization functioning. During the upcoming year we hope to be replacing some of our oldest equipment with some sorely needed new pieces thanks to a recent budget appropriation.

It cannot be said enough how difficult it is to be flexible enough to work on the newest computer controlled vehicle with multiplexed wiring one minute and welding a broken backhoe the next. There is no end to the repairs as even the newest equipment breaks down and the ever tightening environmental controls make the newer equipment much more costly and complex to repair.

It is difficult to quantify the tasks accomplished by this division in any meaningful way. Suffice it to say they keep us running with a massive fleet of varied equipment and that speaks volumes in and of itself.

A new maintenance facility will be one of the City's top goals in coming years. The existing building is too small and lacks basic safety features found in modern buildings. The building was built in the 1930's to maintain the equipment common at that time. Today's trucks are much bigger and we have many more of them.

MAINTENANCE DIVISION

The Building and Maintenance Division is lead by Mr. Michael Bouchard. Currently there are 3 employees tending to the various responsibilities of the division. These responsibilities include maintaining all street signs and traffic markings, guardrails, parks and playground equipment, as well as a variety of maintenance and repair tasks on the City's roughly 50 buildings.

Our day-to-day maintenance of the buildings helps us to identify the more significant capital needs like the replacement of roofs or the pointing of masonry. Attention to detail has always been our strong suit. That detail has led us to be able to keep buildings more comfortable with less energy, which is a very important goal for us as a City.

Some of our accomplishments are listed below.

- Continued renovation of Commissioner's office at Public Services
- Boilers in all municipal buildings cleaned and brought to code for winter
- Continued citywide sign work, line painting, guardrail work, fence and bench repairs, graffiti removal
- Removal of dead animals from City streets and cremation arrangements
- Continued Police Station renovations
- Paint Hurd Stadium
- Build Obear Park steel roof system
- Plywood Obear Park roof
- Painted school parking lots
- Renovate Motor Pool Foreman's office
- Install new bike racks citywide
- Demolition and construction at waterfront
- Rebuild waterfront piers
- Demolition of Harbor Management building and move with contractors
- Repairs and inspections at Beverly Gold & Tennis Club

HIGHWAY DIVISION

Paul Ruggiero is the Foreman of the Highway Division. The division consists of eight employees that perform the basic municipal operations of paving, pothole repairs, street sweeping, beach cleaning, and trash collection (parks, beaches, and downtown.) In the winter months the department is responsible for sanding, salting, and snow removal of all City streets and parking lots as well as over 35 miles of sidewalk.

The Highway Division also operates and maintains the City's sewerage system and drainage system. Sidewalk repairs to asphalt and concrete sidewalks throughout the City are performed to eliminate trip hazards and make the City more accessible.

The Highway Division oversees a variety of outside contractors hired by the City. These duties mainly relate to paving pre-approved streets. Also involved in paving are traffic safety, setup, inspection, and disposal of all outdated structures.

The Highway Division also responds to resident requests such as sidewalk repairs, sewer plugs, catch basin cleaning, flooding and other emergency issues.

Roads undergoing construction under the FY Chapter 90 Procurement are as follows:

Drainage

Atlantic Avenue (Lovett Street to Ocean Street)
River Street (Bridge Street to Pleasant Street)
Clifton Street

Concrete sidewalks

Hillside Avenue
Kernwood Avenue (Bridge Street to Leech Street)
Harris Street
Cabot Street
Tremont Street
Essex Street (Newbury Street to Lakeshore Avenue)
Atlantic Avenue (Lovett Street to Lothrop Street)

Hot Mix Asphalt

Clifton Avenue
Groce Street
Tremont Street
Standley Street

All Chapter 90 construction was completed in compliance with ADA standards regarding handicap accessibility.

This department is extremely short-handed, but these eight men are hard working, efficient, and professional. They remain available to respond to emergencies 24 hours a day. We hope to improve performance by obtaining construction certifications and other continuing education courses. Worker safety is always foremost in our daily tasks.

ENGINEERING DIVISION

Director of Engineering – Frank J. Killilea., P.E.

Assistant City Engineer – Eric Barber, P.E.

GENERAL

- Fiscal Year '10 saw the substantial completion of the North Beverly Brook Drainage Improvements project and continued design on supplemental drainage improvement in the Chubb's Brook basin in Beverly Farms. More specifically,

the design work involves increasing the capacity of Detention Pond No. 4 and the Dix Park Detention Pond, creating a new Detention Pond No. 5 and replacing the drainage conduit under Haskell Street. As part of this project, the water mains in Haskell Street and Goodwin Road will be replaced with larger diameter pipe. We are also working with Mass Highway and the MBTA to get the drainage culverts under the Route 127 (West Street) railroad tracks enlarged.

- The Draft Environmental Impact Report for the Brimbal Avenue Interchange Project was reviewed by the Mass Highway Department and submitted to the Federal Highway Administration for review prior to initiating preliminary design.
- During Fiscal Year '10 the engineering firm of Dewberry-Goodkind, Inc. of Boston completed the 25% Design of the Reconstruction of Route 1A from the Memorial Bridge to the Memorial Middle School. Mass Highway is currently reviewing this submittal. A Public Meeting on the progress of this project is anticipated this Fall.
- Work performed under the FY '10 Chapter 90 Procurement included the following:
 - Design of a Pavement Management System
 - Final design of Railroad Grade Crossing Improvements
 - Design of the Route 1A Reconstruction Project
 - Paving Atlantic Avenue, Cabot Street, Hillside Avenue, Kernwood Avenue and River Street.

DAILY OPERATIONS OF THE DIVISION

- **GEOGRAPHICAL INFORMATION SYSTEM**
 - This past year we continued to update the Utilities GIS—Water, Sanitary Sewer and Storm Sewer. We have now achieved a GIS System wide Utility Database that is more comprehensive than our “paper files”.
 - We completed in June 2009 a new GIS Web Site and made the site available to the Public. We have seen increased use since the introduction last year. For the first 6 months of 2010 we have averaged 42 “visitors” per day to the GIS site. On average each visitor views 15.31 pages (the average visitor will request 15.31 screens/queries). From the list of top visitors, we see repeat visits from local engineering firms and real estate agencies. This suggests that the web site answers a lot of questions that these firms have rather than visiting City Hall. This is a benefit for the City and these firms.
 - FEMA has developed new FIRM (Flood Insurance Rate Map) maps for Cities and Towns in Essex County. We received “preliminary” copies this

past September for the FEMA 90-day comment period. FEMA's plan this past September was to adopt these new maps in the summer of 2010; however, the date has been extended to probably June/July 2011. When we received these new maps it was clear that the Flood Zones for Beverly were quite different and it was decided to send a letter to all residents affected by the new Flood Maps—those property owners that would no longer be in a flood zone from the 1986 maps and those that potentially could be in a flood zone from the new maps. We sent a total of about 600 letters to residents in October 2009. We added the new flood maps as an overlay to the GIS web site and after the letter was sent we saw a large spike in visits to the web site - 3 times the normal use. This suggests that our web site is an excellent vehicle to make information available to the public and the public will consume the information.

- FEMA's National Flood Insurance Program (NFIP) Community Rating System (CRS) recognizes community efforts beyond those minimum standards by reducing flood insurance premiums for the community's property owners. A City committee has been formed and has met with representatives that manage the program. We are currently doing some things that would gain the City "credits", but there are some additional programs the City can implement that would give us additional credits. Credits can be accumulated for 18 activities. We currently are implementing some new programs and will submit our formal application this fall. We believe we have good chance of achieving sufficient "Credit Points" to result in a 10% discount to property owners with NFIP insurance.
- The US Environmental Protection Agency (EPA) issued in January its draft North Coastal Small Municipal Separate Storm System General Permit (MS4 permit) requirements for comment. The draft permit includes many requirements that are not achievable and would place severe funding pressure on the City to implement. One example is sampling all outfalls that discharge to waters of the United States in the 5-year period of the permit (25% of the outfalls per year commencing in the second year of the permit) acquiring both a dry weather and wet weather sampling. Timing to collect the samples will be extremely difficult and we have estimated the annual cost for just the laboratory test at \$24,110 per year (25% of estimated 257 outfalls draining to US Waterways at 2 samples per outfall). In addition, there would be the cost to collect the samples. There are many other provisions of this unfunded mandate that would be a problem both from a manpower and financial aspect to the City.
- This past spring we applied for a FEMA Hazard Mitigation Grant for Chubbs Brook Supplemental Stormwater Improvements. The grant request is for a total project cost of \$971,740 of which the City would have to match 25% or \$242,935 of the total cost. The Director of the Massachusetts Emergency Management Agency (MEMA) and the

Commissioner of the Department of Conservation and Recreation (DCR) have advised us that the project has been recommended and forwarded to FEMA for their final review and funding determination. Although we have not received a grant award, this is a significant first step to funding the Chubbs Brook supplemental drainage improvements project.

- **ELECTRONIC DATABASE**

- With the importance and usefulness of having quality data in our GIS system, FY10 has had major developments in a project that began in FY07. The Engineering Division has continued to use the Ricoh 2400 that was purchased in Spring 2008 to scan drawings and manage files that come into the office. Original estimates were around \$35,000.00 to outsource the work required to convert the most regularly accessed drawings to electronic formats. To date approximately \$20,000.00 (since Jan 2009) has been spent on hired part-time help to perform the same services, with the direct oversight and quality control of the Engineering Division.
- Not only has the most regularly accessed drawings been scanned, but the Engineering Division has been able to work back in the archives to convert many of the other plan sets that exist within the office. As of FY10 there are 7,400 plans entered into the electronic drawing database, which will be the catalogue of records allowing one to find what plans exist on file. In FY10, an additional 7,700 electronic files have been added to the digital archive for a total of 28,000 records. The next fiscal year will see continued data entry into the archive, addition of electronic files, and continued efforts to bring a similar data management system to other departments throughout the City.

- **CONTRACTOR LICENSING**

- Contractors wishing to dig within the City of Beverly are required to become licensed. Licensing of a digging contractor requires letters of reference, current insurance certificate documentation, and a \$150.00 fee.
 - Licenses Issued in FY10: 45 for \$6,750.00

- **PERMITS**

- **Water/Sewer/Digging**

A primary function of the Engineering Division is to issue permits related to utility construction. In FY10, there were 449 permits issued for a total dollar amount of \$51,300 (average: 37.4 permits per month or 8.6 permits per week). Inspections are made to ensure that the work performed was installed properly and all materials meet the City of Beverly standards. Eric Barber and Sean Ciancarelli provided these inspections. For water main installation and fire supplies the Engineering Division oversees high-pressure water tests to ensure that no leaks develop and that the system is properly disinfected. The office also oversees testing on sewer mains and drain lines, which require low-pressure air tests to determine that all connections were made properly. Vacuum testing on all newly installed

manholes is required by the City of Beverly, which also needs to be inspected.

➤ **Permits Sold in FY10:**

Water: 49 for \$4,900.00 (average: 4.1 per month or 0.9 per week)

Sewer: 51 for \$5,100.00 (average: 4.3 per month or 1.0 per week)

Digging: 349 for \$41,300.00 (average: 29.1 per month or 6.7 per week)

○ **Drainage Alteration/Erosion Control**

Every building permit that is reviewed by the Engineering Division must be examined for any potential drainage changes as well as the erosion control measures that are to be implemented. These permits and regulations fall under the City's Stormwater Management and Construction Site Management Ordinance. According to the Drainage Alteration Ordinance, it is unlawful for any person or other legal owner of real property in the City to disturb the existing grade of land by more than two feet without first obtaining approval by the City Engineer. Therefore, a Drainage Alteration Permit must be filed with the Engineering Division if such a grade change is proposed. The fee associated with the Drainage Alteration Permit is \$50.

According to the Erosion and Sedimentation Control and Materials Management Ordinance, the City must guide, regulate and manage construction activities that render soil exposed and vulnerable to erosion by wind and water as well as containing and properly managing potential on-site pollutants including but not limited to oils, gasoline, pesticides, paints, garbage and sanitary wastes. Therefore, the Engineering Division must review erosion control permits for every project. There are three different types of Erosion Control Permits based on the area of the property being disturbed. There is no fee associated with the smaller sized projects (projects disturbing less than a quarter acre and projects disturbing less than one acre but more than a quarter acre). A fee of \$200 is associated with any project that disturbs more than one acre.

➤ **Permits Sold in FY10:**

Drainage Alteration: 6 for \$300.00

Erosion Control: 1 for \$200.00

○ **Escrow**

With each street opening, an assessment is made to determine how much of an Escrow Bond the contractor is required to provide. This bond ensures that all work is done in compliance with City standards. This bond is returned to the contractor upon proper completion of the job, which includes paving the utility trenches. Currently there are 23 incomplete trench openings that require finish paving dating back to 2007.

We are holding approximately \$27,000 in bonds that should be turned over to the City if the contractors are not going to perform the work.

- Escrow collected in FY10: \$8,000 for a total of \$27,000 and which may be refunded to the contractors

- **WATER DEMAND CHARGES**

- For projects that require a new water service line or an upgrade from the current line, we charge a Water Demand Charge. This charge is assessed based on the size of the water line being installed into a building or property. It is representative of the “stress” on our water distribution system. Fees range based on the size of the line.
- - Water Demand Charges collected in FY10: \$136,100

- **CRT PICKUP**

- The City of Beverly provides CRT (old, tube-type) television and computer monitor pickup services through its trash and recycling contractor (JRM). JRM picks up CRT’s on the third Saturday of the month for residents who pay a \$20.00 fee and are placed on the list. All money collected for CRT pickup is paid to JRM to provide this service.
- CRT’s collected in FY10: 184 for \$3,680.00

- **WATER METER SALES**

- The Engineering Division sells meters to residents and contractors who have new buildings being constructed. The City of Beverly standardized on two manufacturers. For the most part, Badger meters are provided for residential installations, and Metron meters are provided for commercial/industrial applications. Meters vary in price depending on size and configuration.
- Water Meters sold in FY10: Meters for \$5,775

- **MAPS AND PLANS**

- One of the services that we provide for our residents is the sale of maps and plans. Plans range in price depending on what information is requested. In FY10 we significantly improved our ability to provide residents with 11”x17” GIS prints through the purchase of our new Ricoh W2400 copier/scanner/printer. We have had very positive feedback about the quality of the information provided to them.
- Maps/Plans sold in FY10: \$2,014.00

- **FIRE FLOW/PRESSURE TESTS**

- When fire flow/pressure tests are required, the Engineering Division charges \$250.00 for the test. We also hold a deposit of \$500.00 to ensure that we get the test results back from the contractor performing the work. Once we receive the results we return the deposit.
- - Fire Flow/Pressure Tests performed in FY10: 13 for \$3,250.00

- **TAPS**

- Contractors who are installing water services to buildings have two options when making the connection to the water main. They can either make the connection themselves, or they can pay a fee of \$250.00 to have our Water Division perform the work.
- - Tap Fees paid in FY10: 1 for \$250.00

- Total Engineering Division Revenue FY10: \$209,619.00

TRASH AND RECYCLING PROGRAM

The City serves 13,170 residential trash customers and 537 commercial accounts. There was a total of 13,212 tons of trash delivered to Wheelabrator Saugus for incineration. JRM reported 3,821 tons of recycled material collected during the fiscal year. The City also collected 423 appliances by appointment in the monthly “white goods” appliance pick-up. Also collected were 184 TV’s and CRT’s at a fee of \$20 each. Many people were referred to BEST BUY for their buyback program and we believe several hundred CRT’s were removed from the City via this program.

The department continues to maintain the “trash fee” for senior citizen and hardship. Of the 13,170 residential customers of the City’s trash service, 222 have complete relief from the annual fee and 112 enjoy a senior citizen discount.

There are 537 commercial accounts, although we are not absolutely confident all commercial service recipients are accounted for. 179 accounts are assessed as “mixed use” customers: Commercial on the ground floor and residential units above. At any given time there are some 50 accounts receiving “vacancy waivers” for properties vacant longer than six months.

Service complaints amount to three to four per day. Most relate to improper presentation of materials for collection, although we occasionally field calls about missed collection. Over all, the trash collection service functions well. Recycling rates are holding steady and will remain so unless the City embarks upon new initiatives to motivate greater participation in the recycling collection program.

CEMETERY PROGRAM

During the fiscal year 2010, the City sold 39 grave lots; 6 of these lots are limited to cremation interments. The City has created full interment lots in Central Cemetery using abandoned grass roadways. There is space for the creation of full interment lots at Beverly Farms Cemetery and Central Cemetery. North Beverly Cemetery has 13 double grave lots to sell and there is no room to create additional lots after these are sold. Some of the remaining lots are available because they are the least desirable lots available. We would encourage the acquisition of land from Morain Farm to add growth potential to this cemetery. We believe that maximizing the use of our existing cemeteries economizes maintenance costs and allows the accumulation of the “Sale of Lots Fund” to invest in improvements to the Cole Street Cemetery land, when that becomes necessary.

During fiscal year 2010, this department performed 196 interments. Of this number, 83 or 42% were cremation burials. We have reason to believe that many are withholding interment of cremated remains and some of these will come to us later while others may be buried without our participation. Fourteen years ago, cremation interments were less than 10% of the City’s interment business. This trend has implications for the operation of City cemeteries as the revenue generated from cremation interments will not sustain our interment services contractor, who the City needs available for opening full interment graves. At the same time, demand for full interment cemetery lots is declining thereby making it possible to continue operation of only three active cemeteries.

“Baby Boomers” are becoming a significant part of the business and families are beginning to use cemetery lots purchased after the “at-need” requirement was lifted in 1997.

One aspect of the services the City provides is the burial of indigent citizens. During the just completed period, the City provided graves in 2 such cases, consistent with the seven-year average for this service. When space for this service has been exhausted at Central Cemetery, the plan is to create new “City Lots” at the Dodge’s Row Cemetery.

Cemetery fees have remained stable since 2006. The City’s new contract suggests that opening fees for full body burials should be increased by \$150 to \$200 to a new total of \$850 or \$900. Services for cremating burial can remain, as can fees for foundation installation. The price of cemetery lots should be reviewed as well to keep current with surrounding municipal cemeteries.

ANNUAL REPORT FISCAL YEAR 2010

BEVERLY POLICE DEPARTMENT COMMITTED TO OUR COMMUNITY



Beverly Police Department Mission Statement

The Beverly Police Department is an organization comprised of professional men and women who are ethically and morally dedicated to providing the finest quality of law enforcement services to the citizens of Beverly. While maintaining respect for individual rights, human dignity, cultural diversity and community values, we pledge to sustain a working partnership with our community to protect life and property, and to maintain a safe and peaceful environment for all.

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A Message from the Chief



I am pleased to present the FY 2010 Annual Report for the Beverly Police Department.

The combined efforts of our police officers and dedicated citizens make Beverly a great place to live and work. In a time of record high calls for police services and reduced resources, Beverly experienced a decrease in overall crime.

Our officers kept the roads safer through traffic enforcement and public education. Programs like Safe Roads, drunken driving check points, and directed patrols has significantly reduced personal injury and property loss caused by motor vehicle accidents. The Executive Office of Public Safety recognized this safety achievement by awarding the Beverly Police Department third place, statewide, in the Law Enforcement Challenge for achieving a high level of traffic safety.

The Beverly Police Department continuously expands programs to respond to the needs of crime victims, their family members and others affected by crime within our community. In FY 10, the Beverly Police Department was one of only 7 law enforcement agencies in the world to be recognized by the International Association of Chiefs of Police (IACP) for providing Excellence in Victim Services.

We promoted six highly qualified officers into the Command Staff of the Beverly Police Department. Our community is very fortunate to select police leadership from a highly competent, dedicated, and qualified group of police officers. The promotion process within the Beverly Police Department is extensive, demanding, and extremely competitive and is another significant step forward in providing the highest level of professionalism and leadership to our officers, and the best law enforcement possible to the citizens of Beverly.

In FY 2010:

- ☐ Beverly Police responded to 22,938 calls for service - a record high in our community.
- ☐ Both violent crime and property crime declined or remained stable.
- ☐ We investigated the first homicide in 5 years.

- ☐ The impact of question 2, decriminalizing the possession of small quantities of Marijuana has caused a reduction in related court and crime lab cases. In Beverly, a projected increase in the public use of Marijuana never materialized.
- ☐ We experienced a significant surge in illegal drug distribution and trafficking of Heroin and Cocaine. Beverly Police partnered with local, state, and federal agencies resulting in the apprehension of ninety (90) drug dealers in the last quarter of FY10.
- ☐ Working smarter through regional crime analysis allowed us to focus limited resources to effectively solve and prevent crime.

Police and community partnerships improved safety and quality of life in our neighborhoods.

- ☐ The Citizen Advisory Committee (CAC) positively impacted the quality of life for Beverly's residents by addressing issues such as bullying, noise issues, graffiti, fraud and ID theft, and making critical resources readily available to our citizens who need them.
- ☐ The Beverly Resource Group (BRG) coordinated community partnerships and resources to promote financial stability and improve the quality of life for the residents of Beverly.
- ☐ TRIAD, Senior Citizens and Protective Services reduced victimization of older citizens.
- ☐ Massachusetts State Police collaborated on sobriety checkpoints sending a strong message that drunk driving will not be tolerated in our city.
- ☐ The ADA Commission issued 120 Handicap Parking (HP) violations to secure access to those in need.
- ☐ The Parking and Traffic Commission continues to shape our future traffic patterns and controls to ensure maximum safety and ease of commuting.

We recognize the recipient of the Police Medal, Officer Bill Barror, for his courageous actions to save lives during an apartment fire at 5 Mill Street on the 4th of July, 2010.

And, we remember with fond memories two long time members of the Beverly Police Department. Helen Kennedy the former secretary for the Detective Division at the age of 102, and Officer Ron Fortin retired patrol officer and DARE officer. Both will be dearly missed.

The Beverly Police Department remains committed to our core mission to work with our community to reduce crime, reduce the fear of crime, and improve the quality of life in our neighborhoods. It is a privilege to lead this department and continue the strong community partnerships that makes Beverly a great place to live.

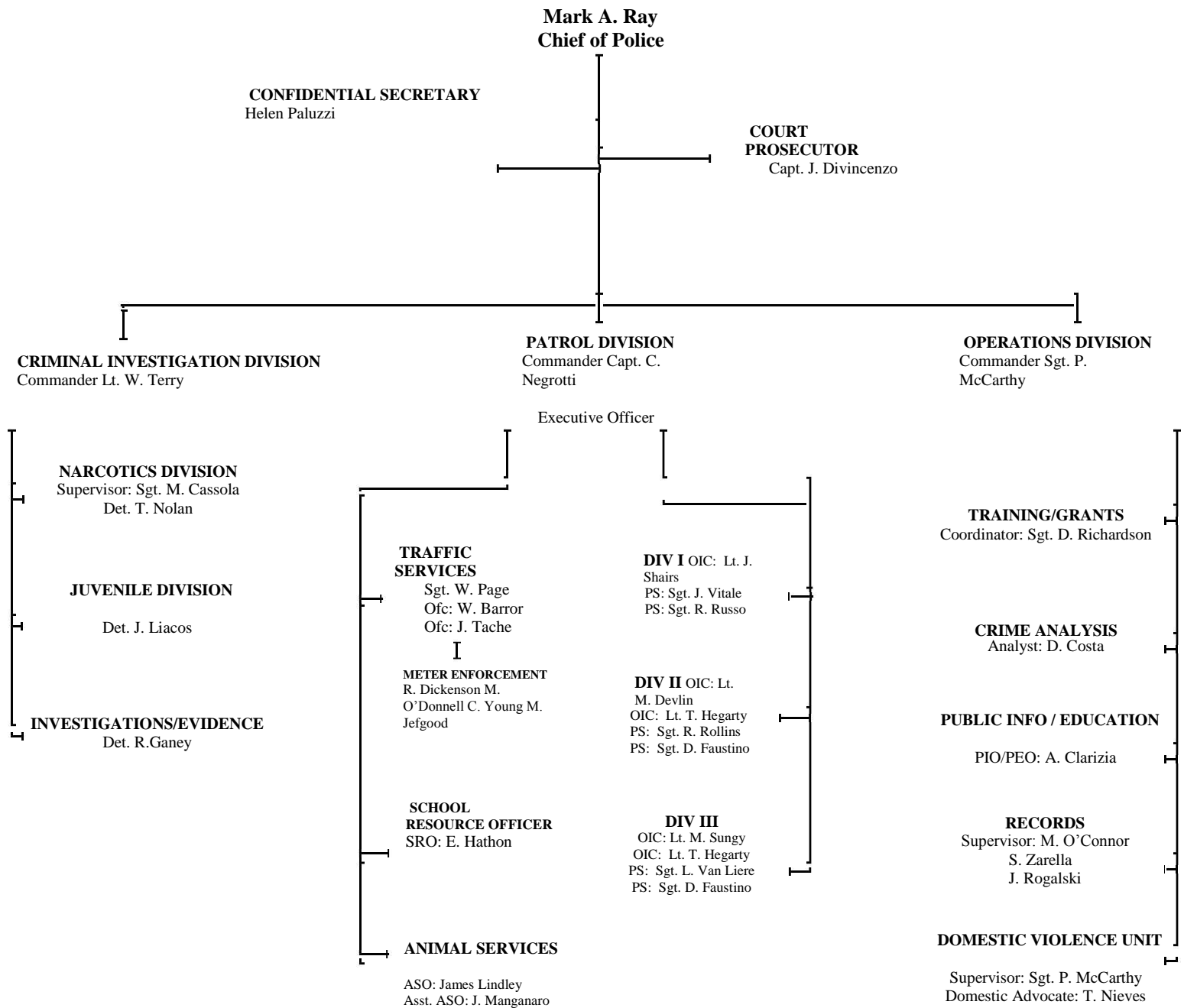
Mark A. Ray

Chief Of Police

Department Goals

1. Enhance Safety for Our Citizens
2. Ensure Professional and Respectful Police Services
3. Increase Police Accountability
4. Encourage Community Involvement
5. Educate and Inform our Citizens
6. Maintain An Effective Police Presence
in our Schools
7. Provide Great Leadership at Every Level

ORGANIZATIONAL CHART



PATROL DIVISION

PATROL DIVISION
Commander Captain
C. Negrotti

DIV I
OIC: Lt. Shairs
PS: Sgt. Vitale
PS: Sgt. Russo

M. Backstrom
M. Bucci
S. Cecchini
D. Grimes
S. Lane
S. Leblanc
G. Little
B. Long
T. Mezza
J. Pickett
E. Schultz
F. Wojick
C. Woodfin

DIV II OIC: Lt.
Devlin
OIC: Lt. Hegarty
PS: Sgt. Rollins
PS: Sgt. Faustino

E. Bettencourt
M. Boccuzzi
D. Brown
S. Collins
J. Derobertis
S. Desmond
E. Hathon (S.R.O.)
J. McCarthy
J. McInnis
P. Mitchell
D. Prinz
D. Skerry
K. Weafer

DIV III
OIC: Lt. Sungy
OIC: Lt. Hegarty
PS: Sgt. Van Liere
PS: Sgt. Faustino

E. Abrahamson
D. Call
K. Colletti
S. Connolly
A. Diruzza
M. Flynn
H. Geary
E. Goodell
J. Lantych
D. Leblanc
E. Lynch
D. Nicholson
M. Panjwani
T. Radcliff
K. Rollins

DEPARTMENTAL DEMOGRAPHICS



The Beverly Police Department has an authorized strength of:
65 full-time Police Officers
10 Reserve Officers
5 Full-time civilian employees, and
5 Part-time civilian employees 8
Matrons

Total: 93 employees.

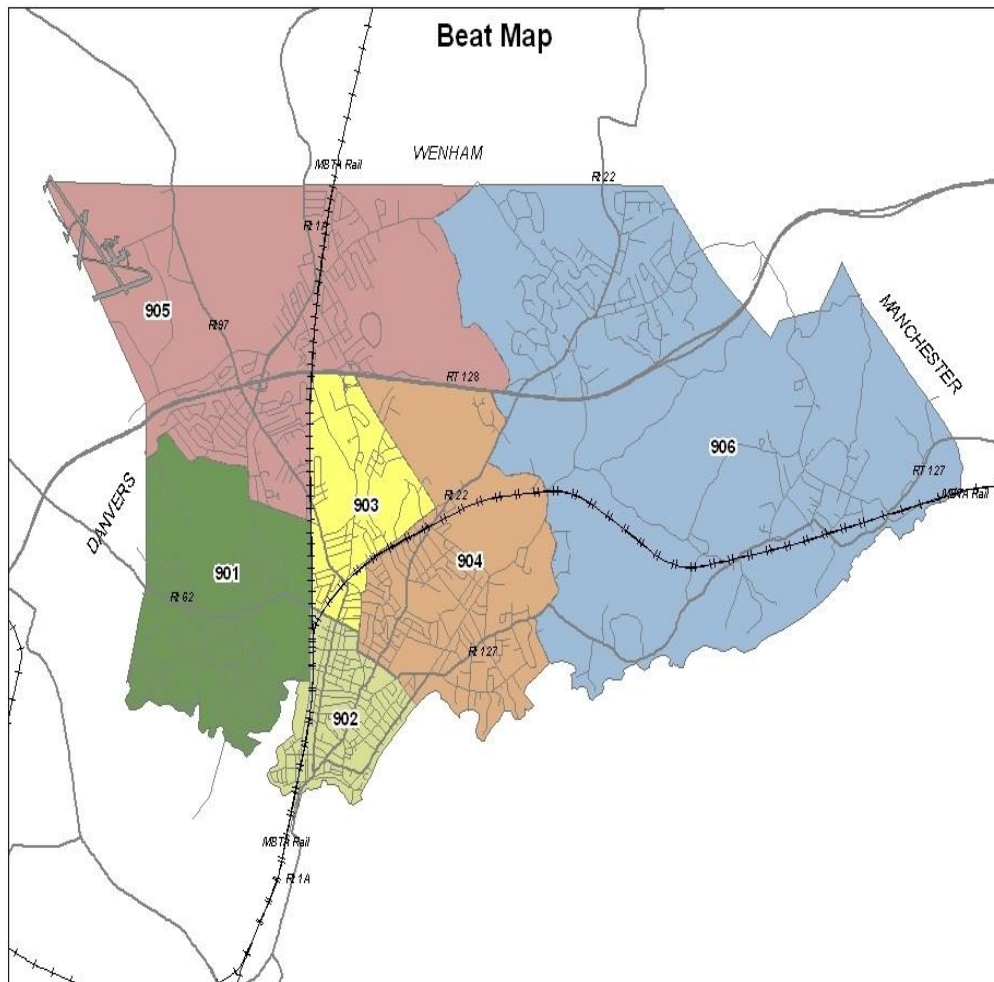
Commitment To Community



The **Citizen Advisory Committee (CAC)** is a coalition of the community and the police department working together to identify challenges and issues affecting quality of life. The **CAC** acts as a cohesive group to problem solve and institute comprehensive actions to bringing about positive change. The Leadership Council comprised of Committee members, provides guidance to the organization. This interaction enables police officers and community members to develop mutual goals, problem solve, develop crime prevention initiatives, institute target hardening techniques, and develop a workable neighborhood understanding. The **Citizen Advisory Committee**, which held its first meeting on June 18, 2008, has become a valuable asset to the community and the Police Department. Three committees were developed to address quality of life issues that face the community. The Traffic Subcommittee, the Substance Abuse Committee, and the Quality of Life Committee held committee and group discussion which lead to initiatives on Substance abuse & its side effects, Noise, Scams, Parking, Motorcycle noise lowered-Lothrop St area, and Traffic.

The **Citizen Advisory Committee** has partnered with BevCam to produce a bimonthly show and topic specific shows such as fraud and domestic violence. When the community is faced with specific crime issues, five to 10 minute programs will be produced as another means to communicate with the community. Each of these initiatives adds to the Police Department's overall commitment to have an informed and educated community.

With the last one held in 2000, the Police Department held a **Citizen Police Academy** which began on March 19, 2009. This is an eleven week course that introduces a student to the Police Department. Whether it is fraud, domestic violence, drunk driving, or narcotic investigations, students participated in an interactive program with the Police Department's Officers. Nineteen students successfully completed this Academy. Citizen Police Academies are planned for the Community, Senior Center, and Beverly High School in the coming year.



The Beverly Police Department serves the City of Beverly, population 40,578 (53 percent female, 6 percent below the poverty level, 16 percent over 65, and 9 percent of the homes speak a language other than English).

Beverly covers 17 square miles and is home to 3 college campuses, 10 public and 8 private schools, 9 elderly housing complexes, 2 major business parks, a regional hospital, and an airport.

The Beverly Police Department has 65 sworn police officers. In order to facilitate the provision of law enforcement services to such a large area, the Police Department has organized the City of Beverly into six beats. Each beat is permanently assigned a patrol officer, which fosters a sense of ownership and responsibility.

Captain Christopher Negrotti, Commander Patrol Division

The Patrol Division responds to nearly all citizen calls for service, and provides proactive patrol activities in all areas and streets of our City. This includes coverage of more than twenty-five parks, playgrounds and beaches. We provide security and police services for all school department property.

Our emphasis continues to be on Community Policing. This is the third successful year of a patrol program called "Park & Walk". Uniformed police officers are assigned to walk in designated residential neighborhoods, business districts, and community gathering locations to interact with businesses, residents and visitors. We continue to receive praise and positive feedback. Visibility of police has been greatly increased, and the officers participating in this type of patrol have continued to see the positive benefits of community interaction.

We enter into our third year of organized "Directed Patrols". Officers are assigned to provide uniformed coverage of specific designated areas within their patrol sectors. The concept relies on comprehensive statistical analysis of potential problem locations, as well as daily citizen input regarding specific problems within a particular neighborhood. Citizens are able to observe the increased visibility of patrol coverage at locations that are perceived as potential problem sites.

We have continued to meet with citizen groups in all neighborhoods of the city, as this provided police officers to interact with citizens in an informal group setting, and to focus on neighborhood concerns that police need to be aware of. The new concept of "police liaison" that has been implemented in the specific areas of elder services, public housing, airport, and hospital all have been significant in focusing police attention on targeted problems.



The patrol component of law enforcement represents the most visible aspect of the criminal justice system, and is the frontline in the battle between law & order and those who would compromise such. Patrol officers are highly-trained, competent professionals who must rely on their specialized skills daily to overcome tough and tense situations. Each patrol officer understands that he or she may be asked to make a split-second, life or death decision in order to protect the public that he or she serves, and that such decision will be scrutinized endlessly. Society rightfully expects a very high level of service and performance from patrol officers, and the Patrol Division of the Beverly Police Department strives to provide such level of service and performance to our citizens.

The Patrol Division is comprised of three divisions: Division I (nights), Division II (days) and Division III (evenings). Division II and Division III receive additional assistance from the Traffic Department which operates from 7:30 a.m. to 11:45 p.m. During an average shift, each Division is commanded by one Officer In-charge (Lieutenant), and one Patrol Supervisor (Sergeant). These supervisors are responsible for ensuring immediate police response to emergencies, preliminary investigation of criminal activity, directed patrol, identification and apprehension of criminal suspects, etc., by the patrol division.

FY2010 saw the Patrol Division respond to **22,938** calls for service. Division I personnel responded to **6,054** calls for service, Division II personnel responded to **7,840** calls for service, and Division III personnel responded to the most calls for service **9,044**. Additionally, patrol officers made **1169** arrests, place **125** people in protective custody, and answered **1708** alarms.

Traffic Division

The Traffic Division is comprised of **3** full-time employees and **4** part-time employees. The Traffic Division is supervised by one Sgt. William Page. Of the **7** employees, **2** are assigned to traffic enforcement, and **4** are assigned to the Parking Meter Enforcement Unit.

TRAFFIC ACCIDENTS

The Beverly Police Department investigated **780** traffic accidents in FY2010. Of those accidents, **76** involved personal injury, while **667** were property damage related.

HIT AND RUN

In FY2010, **153** hit and run traffic accidents were reported to the Police Department. Of those accidents, **2** resulted in personal injury, whereas **155** were related to property damage.

OUI (Operating Under the Influence) ENFORCEMENT

The Police Department engaged in cooperative saturation alcohol enforcement patrols during the past year while participating in the Safe Streets Program. As a result of those enforcement efforts, a total of **39** OUI arrests were made in FY2009.

TRAFFIC CITATIONS

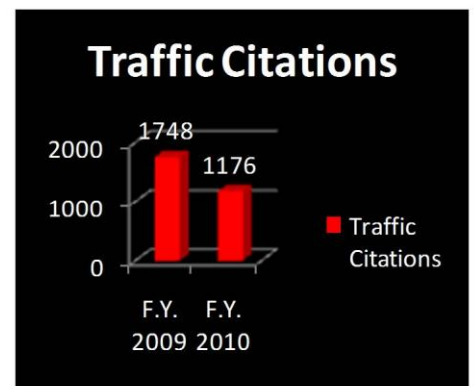
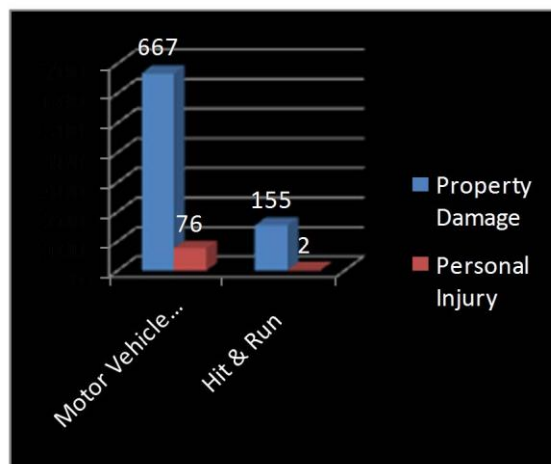
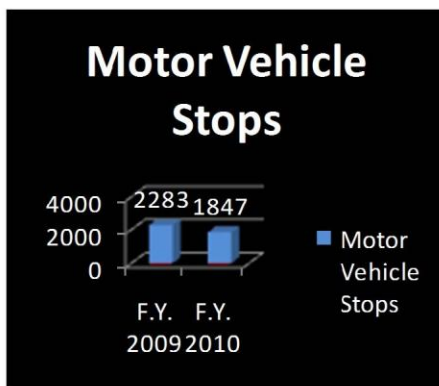
The Beverly Police Department issued **1167** traffic citations in FY2010. Many of the traffic citations issued were generated by selective enforcement initiatives conducted at identified problem areas throughout the city. These problem areas were identified by citizen complaints and through the analysis of motor vehicle accident data.

PARKING TICKETS

The Beverly Police Department issued **7803** parking tickets in FY2010. The majority of the parking tickets were issued by Meter Enforcement Officers in the downtown area.

ABANDONED VEHICLES

The Beverly Police Department removed **19** abandoned motor vehicles from city streets. Of those abandoned vehicles, **13 (68%)** were towed during the hours of 745am-345pm.



Traffic Division Accomplishments & Initiatives

Staff:

- **Massachusetts Law Enforcement Challenge (MLEC):** In January 2010 the Beverly Police Department was recognized for its traffic enforcement efforts. Beverly placed third in the state for its outstanding traffic enforcement efforts and initiatives. As a result Beverly was able to secure a state of the art hand held radar unit through Stalker Radar, valued at approximately \$2,000, which should be a useful tool in our continued traffic enforcement efforts.
- Traffic Officers have continued to support the ADA Commission with their efforts, mailing out **120** Handicap Parking (HP) violations. The HP patrols were conducted from July 2009 to January 2010. At which time HP patrols were cancelled per the request of the ADA Commission. This was in large part due to the educational portion of our efforts, resulting in HP parking violations decreasing significantly over the past 2 years.
- Officer Tache has been instrumental in targeting vehicles for the “Tow and Hold” list. These are repeat violators who owe outstanding parking fines to the City of Beverly.
- The Traffic Division has worked closely with the crime analyst in compiling data as it relates to traffic incidents and problem areas of the city. We have successfully used this data to assist us in conducting traffic enforcement efforts as it pertains to accidents, speeding and all motor vehicle infractions.
- Meter personnel have provided additional support in the downtown area. They have increased and expanded their coverage to include the Beverly Farms area. Numerous new businesses have opened there and parking enforcement has increased parking turn over and helped them to flourish.

Division:

- **The Taxi and Limousine licensing** process has been streamlined and standardized. This assured the citizens of Beverly are provided with the best Taxi and Limousine service available.
- The traffic division has worked closely with the **Beverly Main Streets** Program. The focus has been on parking and traffic issues specifically. The traffic division has coordinated numerous safety plans for Main Streets functions.
- The traffic Division has worked closely with the **Parking and Traffic Commission**. This board has worked to standardize the process used as it pertains to all aspects of Parking and Traffic issues and should continue to be a valuable recourse.
- Two members of the Beverly Police Department are certified as **Child Passenger Safety Program** Technicians by the state of Massachusetts. We currently serve the citizens of Beverly as educators in child passenger safety protocol and proper child seat installations.
- **OUI Checkpoint:** In December 2009 and February 2010 members of the Beverly Police Department and the Massachusetts State Police collaborated on a sobriety checkpoint in Beverly. This checkpoint resulted in the removal of **11** impaired operators from the streets of Beverly.

- Officer Lynch and Barror have played a vital role in collecting the data used for traffic studies in areas such as, Cabot St, Ober St, Oceanside Dr, Brimbal Ave and all of Wards Two and Three. This data has provided crucial information, as well as a police presence, on streets that had traffic concerns.
- **1176** traffic citations were issued department wide. Traffic Officers have been the first line of defense for all traffic related problems reported to the traffic division.

Criminal Investigation Division

The Criminal Investigation Division of the Beverly Police Department provides investigative services to the citizens of our community. The Lieutenant in Charge of the Criminal Investigation Division is responsible for coordinating, supervising, organizing and administrating the Criminal Investigation Division. The Detectives assigned the Criminal Investigation Division have a wide variety of responsibilities. Some of these responsibilities include:

- ☐ Supervising the division's Drug Detectives
- ☐ Overseeing the Sex Offender Registry.
- ☐ Investigating all sexual assaults
- ☐ Follow up and investigation of juvenile related incidents.
- ☐ Crime Scene Photography.
- ☐ Follow up and investigation of all major crimes including but not limited to murder, sexual assaults, arson, and property crimes.
- ☐ Interface with other local police departments, the Massachusetts State Police, the Federal Bureau of Investigation, the Drug Enforcement Administration and other federal agencies.

The Criminal Investigation Division identifies and interviews witnesses and suspects, gathers evidence and prepares cases in conjunction with the Essex County District Attorney's Office for criminal prosecution. Prosecution occurs in various jurisdictions including Salem Juvenile Court, Salem and Peabody District Courts, Essex County Superior Court and various federal courts. Investigators also serve subpoenas for the courts, process evidence, and participate in task force operations in addition to providing support to the patrol division. The Beverly Police Department provides our detectives with extensive and comprehensive training in various areas of criminal investigations. Detectives attend specialized investigative training in such areas as Homicide Investigations, Domestic Violence and Sexual Assault Investigations, Crime Scene Processing and Preservation of Evidence.

Services Division

The Operations Division Commander:

Responsible for coordinating, supervising and administering the daily activities of the division. The division, which consists of the following personnel:

Training Sergeant:

Responsible for identifying, locating and coordinating all mandated training as well as any advanced training. Our goal is to promote, identify and facilitate cutting edge training for all our officers to give them the tools they need to effectively serve our community.

A renewed emphasis was placed on training. Mandated training and qualifications were completed and or maintained in the following areas: First Responder, CPR/AED, Firearms, Pepper Spray, Baton, Use of Force, Criminal Law Updates, and Policies and Procedures. Advanced training was accomplished in Leadership, Gangs, Domestic Violence Intervention, Anti-terrorism, Responding to Active Shooters, and other specialized instruction.

The Grant Administrator is responsible for writing, submitting, and monitoring all department grant funding. Submits all performance measurement tool, financial, and status reports to the appropriate funding agencies. And compiles weekly data and expenditure reports for the Chief of Police.

Public Information Officer/Public Education Officer:

This position better enables our Department to disseminate information to the public utilizing media outlets, the department website (www.beverlypd.org), and community meetings. The Public Information Officer is proactively involved in disseminating information to our community and strives to build strong relationships with various media outlet contacts. This officer also regularly meets with community groups to discuss neighborhood issues and new department initiatives, and coordinates the Citizens Police Academy.

Crime Analyst/Information Technology:

The objective of the Crime Analyst is to monitor the level of crime in the city, and to proactively identify crime suppression opportunities. This Officer is responsible for the coding of crime data entered through our computerized reporting system, responding to both internal and external requests for statistical data and, for conducting administrative, strategic and tactical analysis of crime data. The Analyst actively uses computer technology to compile and analyze data, which will enable the Department to use crime mapping as a tool to identify and battle crime.

This officer acts as an Information Technology Administrator for the department handling maintenance and troubleshooting for the various forms of technology and equipment used in the everyday functions of the police department. Liaisons with command staff to identify, recommend, develop, implement, and support cost effective technology solutions for all aspects of the department.

Services Division (cont.)

Records Management:

Records Division has three employees. They are responsible for the dissemination, data entry, filing, storage, and destruction of all police reports. In addition, the Senior Office Assistant assigned to this section is responsible for the administrative and clerical duties associated with the City's False Alarm Ordinances. Records is also responsible for providing statistical data to internal and external customers and agencies, to include the Uniform Crime Report (UCR) and National Incident Based Reporting System (NIBRS) and Offender Based Tracking Number (OBTN). Records personnel also process booking files, citations, and related paperwork officers require for court purposes. All payroll and detail billing falls under this section as well

Services Division

Public Information/Education Officer: FY2010 was a busy and productive year. Programs that had been initiated in FY2009 continued to flourish and new programs were instituted. All are part of the Police Department's continuing commitment to the community.

- First and foremost, the department remains committed to an educated and informed community. Through the local media outlets and the department's website, issues that affect our resident's daily lives are quickly released.
- The **Beverly Resource Group (BRG)** is a collaborative comprised of 15 agencies including the Police Department. The mission of the BRG is to coordinate community partnerships and resources to promote financial stability and improve the quality of life for the residents of Beverly. Recently **Beverly PD donated \$350 to Beverly Bootstraps**, one of the participating agencies.
- **TRIAD** is a partnership which involves Senior Citizens, Law Enforcement, and Protective Services who agree to work together to reduce the criminal victimization of older citizens and enhance and improve the quality of life for seniors. The Police Department meets with TRIAD regularly at the Senior Center.
- The **Community Advisory Committee (CAC)** is an all-volunteer committee created to foster and facilitate communication and understanding between the Police Department and the community. The CAC's efforts and accomplishments were recently demonstrated in the creation and publication of the Beverly Police Department services brochure. The achievements of the CAC continue to positively impact the quality of life of Beverly citizens.

Crime Analysis/Technologies: FY2010 saw many advancements in the methods and techniques that the Beverly Police Department uses to analyze the cities crime trends and patterns.

- The department continued the trend of statewide intelligence sharing by joining in with the **Massachusetts State Police Fusion Center** and **CopLink**. CopLink is a tool that provides users with the ability to access multiple law enforcement record management systems with a single query. Through CopLink, officers have access to more than 130 agencies and data sources.
- The department continues to contribute to the Statewide Information Sharing Software or (S.W.I.S.S). S.W.I.S.S exports department police reports into a central server allowing other departments throughout the state to track suspects that may be committing crimes in several communities. S.W.I.S.S is also an investigative tool that Beverly Police Officers can use in tracking where suspects have been committing crimes.
- The department continue to update its website in FY2010, which allows us to make information more accessible to the public. The website provides contact information, answers to frequently asked questions, downloadable forms, as well as other important information about the department.
- The department implemented the use of Reverse911 to provide the public with incident alerts regarding crimes occurring in their neighborhoods and other important announcements relating to public safety.

□ The department continues to raise money for programs such as the Jimmy Fund, and the annual Toy Drive is always a success. The **Reading to the Children** school program will continue this fall and a new series on BevCam targeting Cyberbullying and Internet Safety will be presented by the police department. Regardless of the issue or topic, the Beverly Police Department remains committed to all facets of the community and all issues that may affect it.

Domestic Violence Unit

The Beverly Police Departments Domestic Violence Unit was established in 2002 in response to the growing epidemic of domestic violence cases within the City of Beverly. Our first response was to enter into collaboration with **H**ealing **A**buse **W**orking for **C**hange in order to enhance the delivery of services to victims of domestic violence, stalking and sexual assault within the city.

Our main goal has always been victim safety and offender accountability with victim safety being paramount. The domestic violence unit provides specialized domestic violence training to all sworn and reserve officers as well as to community partners. We have gone from having no specific services within the city for victims of domestic violence to having a specialized domestic violence Sergeant in charge of the unit and two domestic violence Advocates.

Advocates provide supportive free confidential services to victims which include crisis intervention, shelter placement, 1-1 counseling, 24 hour hotline, legal advocacy and community education.

Our Coordinated Community Response includes being a part of the Salem High Risk Team which is a team comprised of department heads from within the criminal justice system (i.e Probation, Police, Prosecution, Family court, House of Corrections, victim witness advocates, and HAWC advocates). This teams goal is to flag cases that have a high likelihood of homicide in order to put preventive measures in place to enhance victim safety and deter a potential homicide.

We are in the process of establishing a Sexual Assault Response Team which will be a dedicated team of officers, detectives and advocates who are specially trained in sexual assault response and investigation and will respond to every sexual assault incident.

Domestic and family violence is a community & societal epidemic. In the past, domestic violence has been mislabeled as a "family matter." Fortunately, we are more informed today. We understand that batterers and victims come from all ethnic backgrounds, socioeconomic classes, ages, and religious affiliations. The City of Beverly's Police Department is meeting the challenges of this epidemic by providing specialized training to officers and maintaining the Domestic Violence Unit which consists of a Sergeant in-charge of the unit , two Domestic Violence Advocate, and HAWC'S Emergency Advocate Response Team (HEART) which is on-call 24 hours a day. All Officers have been trained in Domestic Violence Intervention.

TOP TEN SERVICE CALLS



Description

Medicals

Motor Vehicle Stops

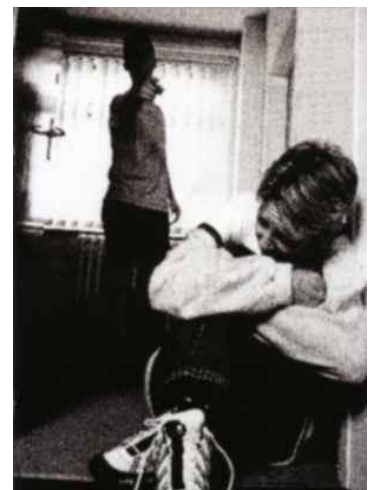
Alarms

Suspicious Activity

Disturbances

Parking Complaints

Motor Vehicle Accidents



Fiscal Year 2010 Crime Data



TOP TEN SERVICE CALLS

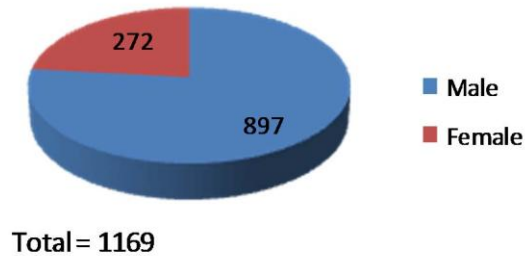
Description	Amount
Medicals	2125
Motor Vehicle Stops	1889
Alarms	1708
Suspicious Activity	1488
Disturbances	1468
Parking Complaints	985
Motor Vehicle Accidents	780
Check Well Beings	536
Domestic Abuse	512

Fiscal Year 2010 Arrest Data

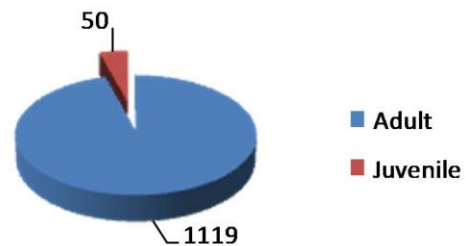
TOTAL ARRESTS: 1169

Charge	Amount
Assault & Battery	145
Disorderly	44
Threat to Commit a Crime	39
Malicious Destruction of Property Over \$250	38
City Ordinance Violation - Open Container	30
Unlicensed Operation of a Motor Vehicle	29
Drug Possession, Class B <i>*Popular Class B drugs include Cocaine and Heroin</i>	28
Resisting Arrest	24
Conspiracy to Violate Drug Laws	24

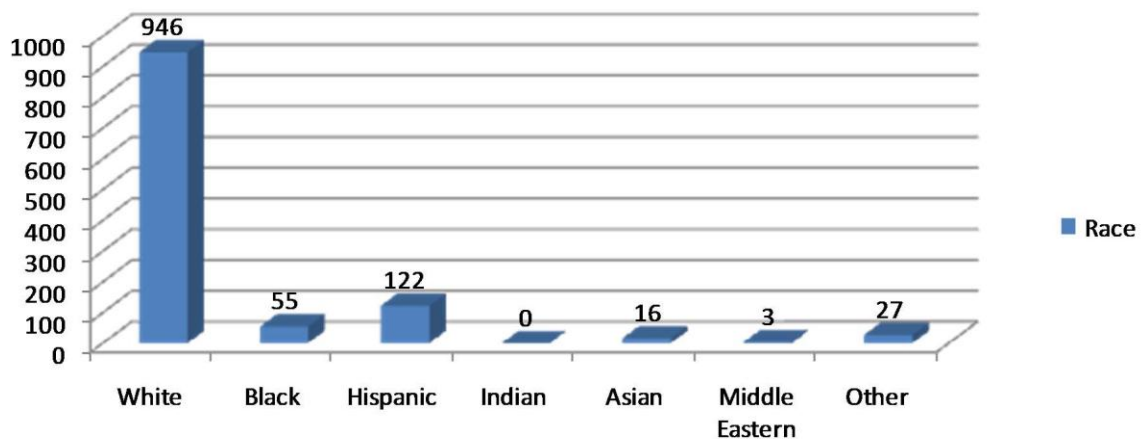
Arrests by Gender



Arrests by Age



Arrests by Race

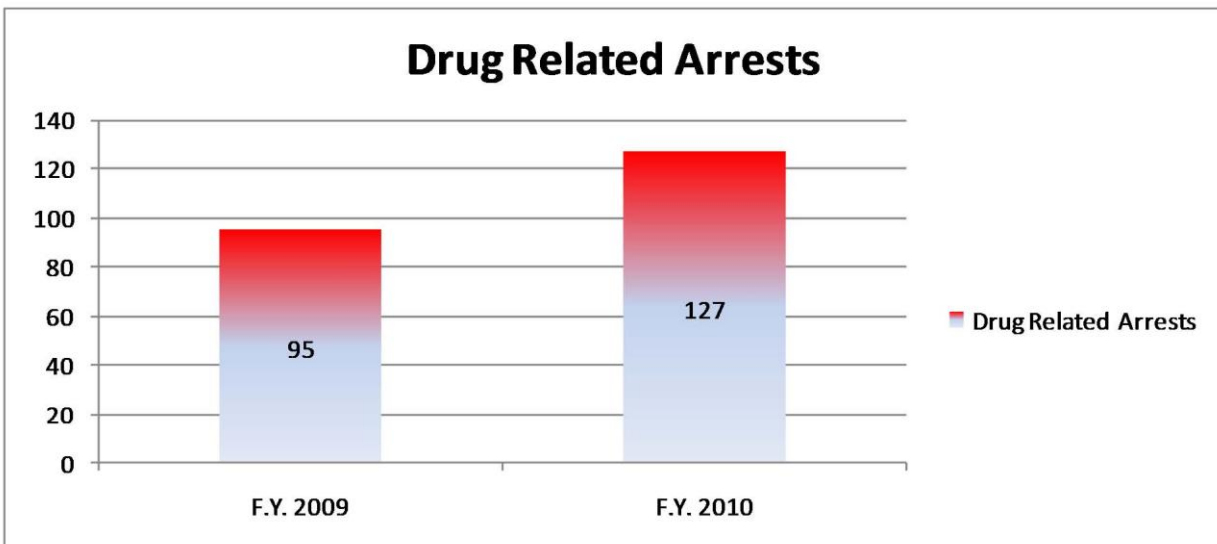


Adult Drug Arrests

Adult Drug Arrests have increased from **95** in FY 2009 to **127** in FY2010, an increase of **33%**. This increase occurred despite the decriminalization of Marijuana and highlights the police department's ongoing effort to get drugs off then streets of Beverly.

A charge of Drug Distribution was involved in **57%** of the 127 arrest, with the popular drugs of choice at this time being Cocaine and Heroin. Drug arrests in FY2010 also included **215** drug seizures along with the seizure of **5** firearms, **3** vehicles, and **\$33,097** in drug proceeds. Another **\$50,000** in drug proceeds was seized during joint agency investigation.

A vast disparity can be observed when looking at the time of day arrests have been made on drug related charges. The hours of 4pm to Midnight account for **78%** of all drug arrests, while **17%** of drug arrests take place between 8am and 4pm and **5%** take place between 12am and 8am.



Violent Crime Data

Homicide

Beverly had its first homicide in **5** years occur during FY2010. The department acted quickly and arrested two suspects in that case, both of whom are still in custody and awaiting trial at this time

Aggravated Assaults

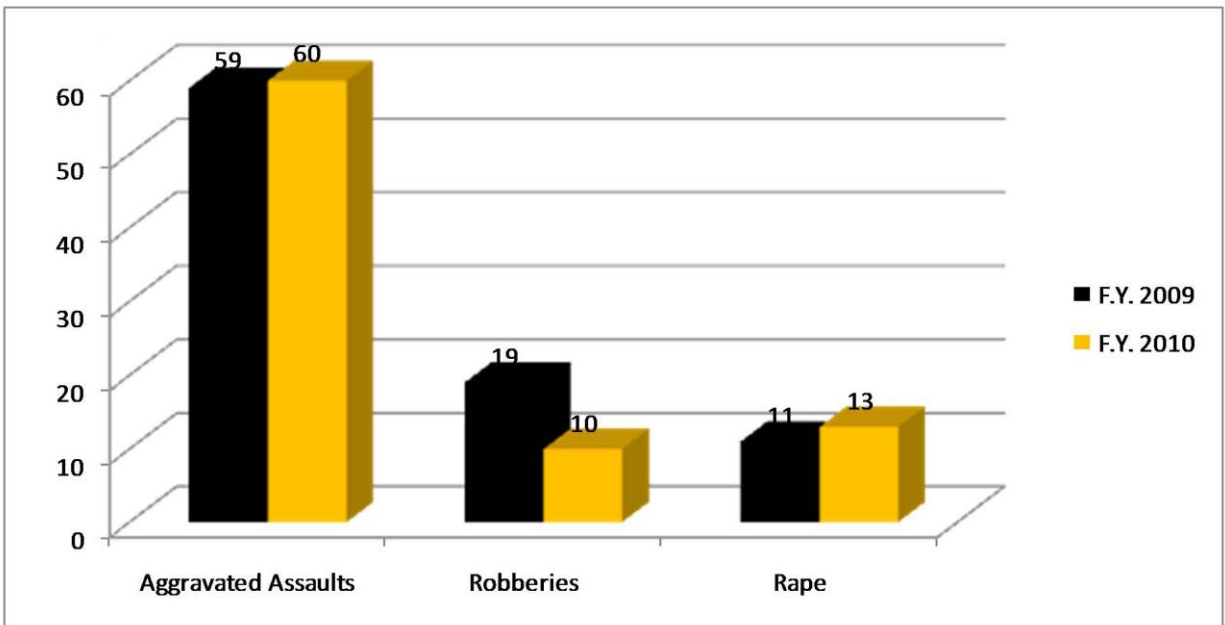
Aggravated assaults stayed relatively consistent in FY2010, only increasing **1%** from the **59** committed in FY2009 to **60**.

Robberies

The number of robberies in Beverly continued to trend downward in FY2010, dropping **47%**. Robberies had been steadily climbing since FY2001 but finally showed a decrease in FY2009. In FY2010 the number of robberies in Beverly dropped from **19** in FY2009 to **10**.

Rape

Reports of rape increased slightly in FY2010. In FY2009 there were **11** reports of rape in the City compared to **13** in FY2010.



Property Crime Data

Burglaries

The number of Burglaries stayed relatively constant in FY2010, increasing only slightly from **98** in FY2009 to **101**.

Larcenies

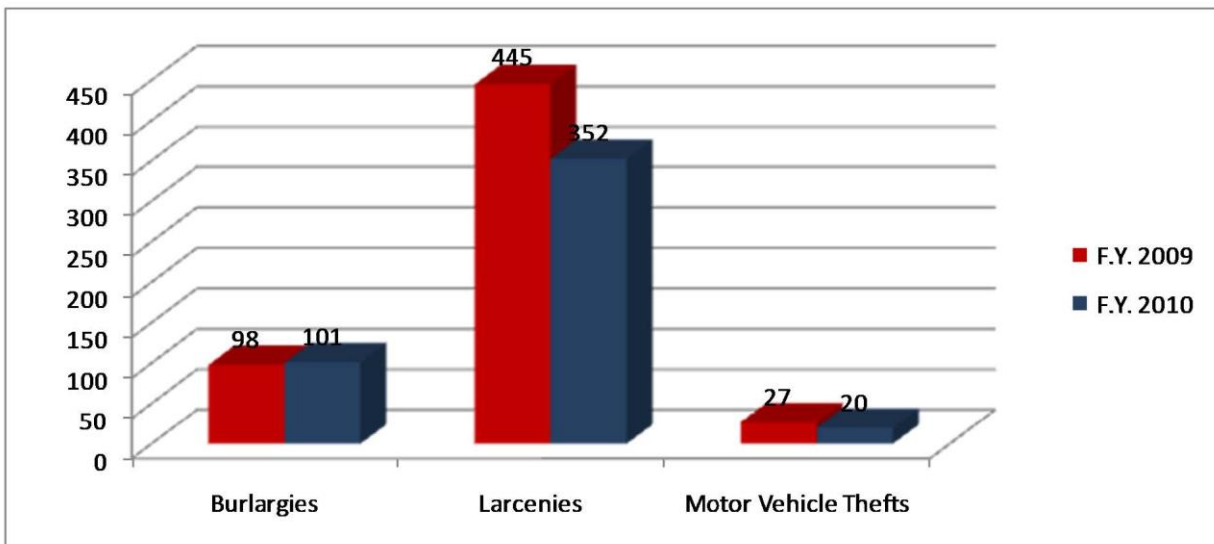
In contrast to Burglaries, Larcenies decreased in FY2010 compared with FY2009, dropping **21%** to **352**.

Motor Vehicle Thefts

Motor Vehicle Thefts continued their downward trend in FY2010, dropping **26%** from FY2009. We had seen a steady increase in Motor Vehicle Thefts from FY2001 to FY2008.

Arsons

The number of arsons totaled **1** in FY2010.



Juvenile Crime Data

Juvenile Arrests

Of the **50** juvenile arrests in FY2010, **54%** occurred between the hours of 4pm to Midnight. In contrast, the hours of Midnight to 8am accounted for only **4%** of all juvenile arrests. The number of juvenile arrests remained fairly consistent, increasing by **1** from FY2009.

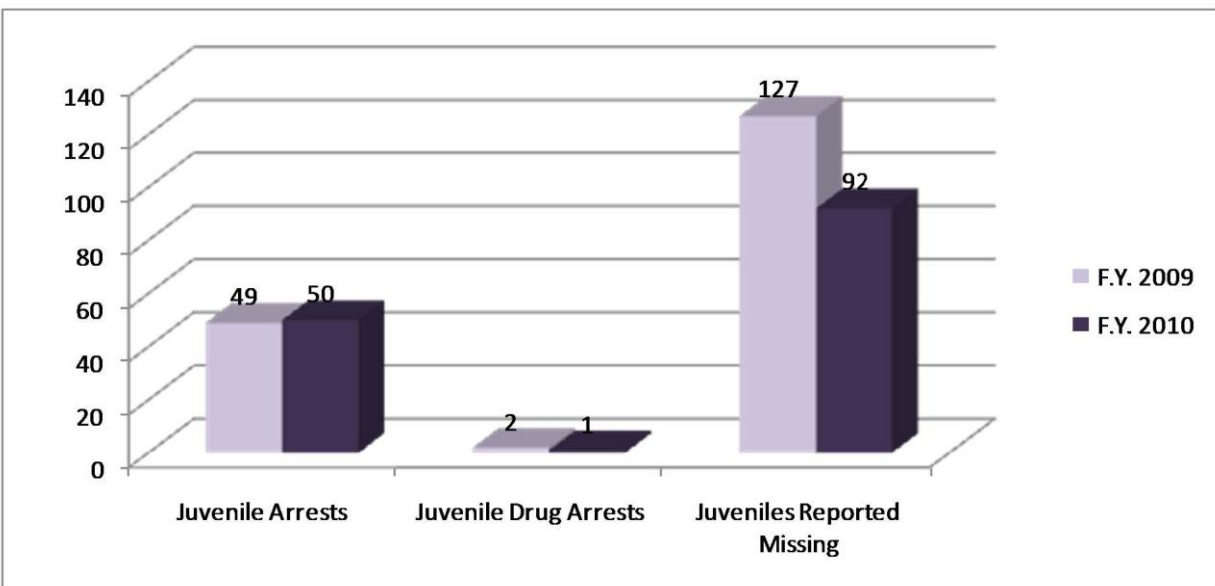
Juvenile Drug Arrests

Juvenile arrests involving drugs continued on a downward trend, decreasing from **2** in FY2009 to **1** in FY2010.

Juvenile Missing Reports

A decrease of **28%** in the number of juveniles reported missing can be observed between FY2009 and FY2010. In FY2009, **127** juveniles were reported missing compared to **92** reported missing in FY2010.

The Massachusetts Department of Children and Families operates several group-homes in the City of Beverly. These state run facilities house and assist juveniles in need of services, and account for the majority of missing juvenile reports in our community.



GRANTS

During FY2010: The Beverly Police Department applied for and received several significant grants.

Grants Received:

- ☐ Executive Office of Public Safety Fiscal Year 2010 Highway Safety grant.
- ☐ US DOJ Byrne JAG local Grant \$13,500.00
- ☐ Byrne JAG recovery grant for Crime Prevention. \$55,000.00
- ☐ Domestic Violence grant funded by VAWA for \$193,000.00

Grants Awaiting Approval:

- ☐ Byrne JAG Local Solicitation Grant which encompasses community policing programs for FY 2011. \$14,000.00
- ☐ COPS CHRP grant for hiring 4 officers fully funded by the Department of Justice at \$1,179,000.00

SPECIAL EVENTS



Police Memorial Sunday



Bike Rodeo



**Special Olympics Police
Cruiser Convoy**



B.P.B.A. Fundraiser Hockey Game
BPD vs. Retired Bruins All Stars



The Charity Bowl
North Shore Flag Football League



Beverly Police Toy Drive

COMMUNITY AWARENESS PROGRAMS



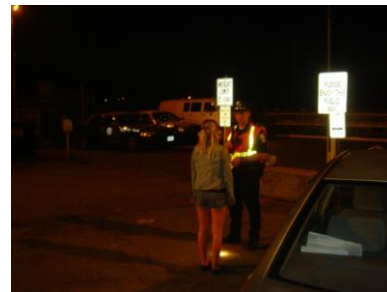
Reading to Children School Program



Citizens Police Academy



Beverly High School Mock Crash



Beverly Police / MA State Police Sobriety Checkpoint



Child Passenger Seat Installation



Beverly Hospital Health Fair

Welcomes and Farewells

Promotions:

Due to retirements the Police Department promoted five officers. Lt. Chris Negrotti was promoted to Captain and assumed command of the Patrol Division. Sgt. Joe Shairs was promoted to Lieutenant and assumed command of patrol Division I.

And Officers Dave Richardson, Dave Faustino, and Rich Russo were promoted to the rank of Sergeant.



Sgt. Russo, Sgt. Faustino, Lt. Shairs

Retirements:

Capt. Alan Petersen, Sgt. Richard Cassola, and Lt. Roccio retired after a combined 108 years of dedicated service to the City of Beverly. We wish them well in their future endeavors.



Capt. Alan Petersen



Sgt. Richard Cassola



Lt. John Roccio

Military Service:

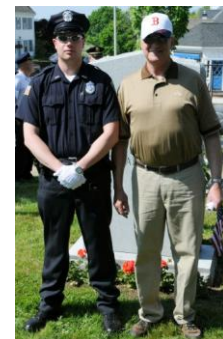
Officer Josh Pickett leaves the department for a second tour in Iraq. We wish Officer Pickett a safe journey and a quick return home.



Officer Pickett

In Memory of:

The Beverly Police lost two very special family members this year in Retired Officer Ron Fortin and Helen Kennedy. Officer Fortin gave The City of Beverly 33 years of dedicated service while Mrs. Kennedy Worked as a secretary for the department up until the age of 95. They will be missed.



Ret. Officer Ron Fortin
Picture her with his son,
Reserve Officer Ryan Fortin